



## **POLICY RELATING TO THE COLLECTION OF CHILDREN**

Brockham Green Nursery will ensure that in the event of a child not being collected from Nursery, all reasonable steps will be taken to locate an appropriate person to take the child and that whilst a suitable person is being located, the child will be cared for by two members of staff. Parents are asked to tell us who is the Legal Guardian of their child.

### **Procedure for collection by person(s) other than parent**

Parents are asked to advise staff if their child is to be collected by somebody other than themselves and ensure that the person's name is written on door register against the child's name. Person collecting child must sign the door register as they leave.

### **Procedure for late collection**

We anticipate that children will usually be picked up within 5 minutes of the end of a session. We understand that unforeseen things happen and therefore, on occasions, parents may be late. Most people however have access to a phone and there is a phone in pre-school, a call can save an awful lot of worry and upset for the child. Brockham Green Nursery mobile number is 07765 151384.

### **Late Collection Fee**

If you arrive late to collect your child after their session has ended you will be asked to pay a late fee of £5.00 for every 15 minutes you are late. This will be payable to the staff members who have had to stay late to cover ratios.

### **Procedure for failure to collect a child**

OFSTED have now made certain recommendations regarding uncollected children and using those as a guideline, the following procedures will be implemented should pre-school be unable to make contact with parents or alternative contacts:

- If a child is not collected from the nursery, the door register must be checked to see if anyone other than usual was due to collect the child.
- If after 15 minutes, the child still has not been collected, the nursery will endeavour to contact the parents and if unsuccessful, the emergency contacts in the child's records. This information is kept in the register.
- Two members of staff must wait with the child for half an hour after the nursery session has finished.
- If parent/carer does not show after 30 minutes and nursery have not been able to make contact with them or anyone on the emergency list, contact will be made with Social Services – contact number 03456 009 009 and out of hours Emergency Duty Team 01483 517898

**Contacting Social Services is not a step that nursery would take lightly as in such instances children fall into the 'CHILDREN IN NEED' category. It is therefore very important for parents to be aware of this policy. Please ensure that you or your nominated emergency carers are contactable, and any changes to telephone numbers or contacts be forwarded to the nursery immediately. OFSTED will be informed if Social Services have been involved.**

**Date for review: March 2025**