



## SEVENOAKS DAY NURSERY

### **Non-collection of children policy**

In the event that a child is not collected by an authorised adult at the end of a session/day, the Nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced member of staff who is known to the child.

#### **Aim**

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### **Methods**

Parents or guardians of children starting at the Nursery are asked to provide specific information which is recorded on our Registration Form, including:

- home address and telephone numbers - if the parents/guardians do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
- place of work, address and telephone number (if applicable);
- mobile telephone number (if applicable);
- names, addresses and telephone numbers of at least two adults who are authorised by the parents/guardians to collect their child from the Nursery, for example a childminder or grandparent;
- an agreed “next of kin” number for the Nursery to ring, if the parents/guardians and other authorised adults are unavailable by 18:30;
- information about any person who does not have legal access to the child; and - who has parental responsibility for the child.

On occasions when parents/guardians are aware that they will not be at home or in their usual place of work, they record how they can be contacted in the diary.

On occasions when parents, guardians or the persons normally authorised to collect the child are not able to collect the child, they let the Nursery know the name, address and telephone number of the person who will be collecting their child. We will agree with parents how to verify the identity of the person who is to collect their child with the use of an agreed password.

Parents/guardians are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number.

If a child is not collected at the end of the session/day, we follow the following procedures:

- The diary is checked for any information about changes to the normal collection routines.
- If no information is available, parents/guardians/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents/guardians to collect their child from the Nursery - and whose telephone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents, guardians or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or nominated in the diary.
- If a parent is late, two members of staff are needed to stay with the child until 18:30. This may incur a charge to cover staff wages.
- If no-one collects the child after 18:30 and there is no-one who can be contacted to collect the child we contact our local authority social services department.
  - Social services will aim to find the parent or relative.
  - Under no circumstances will staff go to look for the parent.
  - A full written report of the incident is recorded in the child's file.
- Ofsted may be informed (0300 123 1231)
- Education Safeguarding Services may be informed (0300 041 2445)

This policy was adopted at a meeting of the Trustees of Sevenoaks Day Nursery in March 2013 and was amended in March 2021.



Susan Dreksler  
Chair