

Collection & Non-Collection of Children Policy

Policy Overview

At our nurseries, we understand that sometimes not everything goes according to plan, which can affect collection of your little one from our nurseries.

For circumstances such as these, we have this policy in place which outlines the procedure that we follow in the event of an authorised adult being unable to collect your child.

Our staff members and yourself must be aware of and adhere to the following responsibilities:

- Upon registering with our nursery, you must complete the Emergency Contact/Child Collection Authorisation section in your child's profile on the Family app. You will also need to upload a photograph of each contact. These details will be reviewed every February and September.
- The Nursery Manager will provide you with a Collection of Children Information Sheet during the child's settling in sessions.
- We will need you to provide current contact details for a minimum of three people, over the age of 16, who you are happy with to collect your child.
- For your information, the Nursery Manager cannot prevent any adult with parental responsibility that is listed as an Emergency Contact/Child Collection Authorised Person from collecting your child, unless there is a copy of a Court Order on file stating otherwise.

Our collection procedure is...

1. Staff will only allow children to be collected from the nursery by an authorised person that is recorded as an Emergency Contact/Child Collection Authorised Person on the Family app, with the exception of point 4 below.
2. If a parent/carer is unable to collect their child, the Nursery Manager will ask an authorised person on the Emergency Contact/Child Collection Authorisation list to collect the child instead.
3. The authorised person collecting the child will be checked against their photographic identification provided and they will need to provide the password before the child can leave the nursery.



4. If someone who is not on the Emergency Contact/Child Collection Authorisation list needs to collect the child, then the nursery will need a photo and password for the person before the child is collected. These details can be uploaded on the Family app.
5. In the event where an authorised person arrives to collect the child from the nursery, but it is believed by the nursery that the child would be in danger if left with the person, the Nursery Manager will request an alternative arrangement.
6. In the event where the authorised person refuses the above, the Nursery Manager will proceed with contacting another authorised individual for collection of the child. The police will be contacted by the nursery if the child leaves with an individual that is considered to be an immediate risk.
7. We only allow adults aged over 18 to collect a child unless they have parental responsibility.

In the incident of a late/non-collection, the nursery's procedure is the following...

- In the event of exceptional circumstances where multiple children cannot be collected at the expected time e.g. severe weather, major traffic incident; the Nursery Manager reserves the right to implement contingency plans such as mixing age ranges and pooling resources with other nurseries to ensure effective staff deployment and child supervision.
- The nursery reserves the right to allocate late pick up charges for families who are frequently late, more than 10 minutes, in collecting their child.
- In the event where the parent/carer or authorised person is more than 10 minutes late, the Nursery Manager will contact them for a confirmed collection time and confirm who will be collecting the child.
- If the Nursery Manager cannot contact the parent/carer or authorised person, the Nursery Manager will leave a voicemail and will attempt to contact them by phone and by the Family app, every 10 minutes for up to 30 minutes.
- If after 30 minutes contact has not been made, the Nursery Manager will contact all other contacts on Emergency Contact/Child Collection Authorisation list.
- In the event that none of the Emergency Contacts can be contacted after 1 hour of trying, Children Services will be called for advice, which then will be followed.

For more information on this policy, please contact your Nursery Manager.

