



Safeguarding Children

The Non-collection of Children Policy.

General welfare requirement: safeguarding and promoting children's welfare

Statement of intent

In the event that an authorised adult at the end of a Nursery day does not collect a child, The Nursery puts into practice an agreed procedure. These ensure an experienced and qualified practitioner who is known to the child cares for the child safely with minimal upset.

Aim

In the event that an authorised adult does not collect a child, 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.

Procedures

1. Parents/carers of children starting at Little Crickets Nursery at Springmead School are asked to provide specific information which is recorded on our Registration Form, including:
 - Home address and mobile telephone number of both parents if possible.
 - Email address
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent.
 - Information regarding any person who does not have legal access to the child.
 - Emergency contact details.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform the Teachers or Office, where the information will be recorded.
3. On occasions when parents or the normally authorised person is unable to collect the child, they must inform the teacher or the office so the information can be recorded or passed on. We agree with parents how the identification of the person who is to collect their child will be verified.
4. Parents 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. We also inform parents that - in the event that their children/children are not collected from the Nursery by an authorised adult and the staff can no longer supervise the child in our premises – the Head Teacher or Member of the Senior Management Team will take over.
5. If a child is not collected at the end of the session/day, we follow the following procedures:



- The daily diary is checked for any information about changes to the normal collection routines;
- If no information is available, parents/carers are contacted at home or at work;
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the Senior Department - and whose telephone numbers are recorded on the Registration Form - are contacted;
- All reasonable attempts are made to contact the parents/carers. If no reply, the recorded emergency contact number will be called.
- The child stays at School in the care of two fully-vetted workers until the child is safely collected;
- If no one collects the child and the staff are no longer available to care for the child, the Head Teacher will decide on the next form of action.
- A full written report of the incident is recorded.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Reviewed By – Shirley Offer and Sally Cox

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Next Review – August 2025