



Poulton St Chad's Nursery



Collection Procedure

To ensure that children in our care are collected by authorised adults the following procedures must be adhered to: When a child is first registered at the nursery, an online registration pack must be completed by the parent / carer detailing those adults who have parental responsibility and any other responsible adults (over 16 years) who are authorised to collect the child. This must be updated by the parent/s if there are any changes to these arrangements and staff must be kept informed.

Parent/s must inform the staff who will normally be collecting the child and always inform them if someone else is going to collect the child, giving them a description and assigning a password.

If an unknown or unauthorised person arrives to collect a child then under no circumstances will we release the child to them even if the correct password is given. We will contact the parents/carers immediately to inform them that we cannot release the child.

If required we will contact the police if the unknown person is suspected to be an intruder (follow the Intruder Procedure)

If a known person arrives to collect a child but is not in a state which you deem suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then we will not release them. We will call another authorised person to come and collect the child.

In the event of parental disputes that have not been through the courts (where both parents had registered their child on the original contract); we cannot prevent the child from being collected by either parent as long as they are both known to the nursery.

The other parent / carer must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance and every effort should be made to avoid distressing scenes in front of the child. A Working in Partnership meeting will then be held with both parents to come to a mutual arrangement. The exception to this is where we suspect the child to be at risk from this parent – in this case we will not allow collection by this parent and safeguarding procedures must be followed.

In the event that there is a court order in place detailing custody or access rights by a parent / carer then we will adhere to this and place a copy on the child's file.

WHAT IF I AM LATE TO PICK MY CHILD UP:

If you know you are going to be late to collect your child please contact the Nursery immediately and inform us of an expected time of arrival. You will be charged an hourly rate for each hour or part of an hour than you are late.

If you do not contact Nursery then the following process will be followed

- After 10 minutes the Manager will try to contact the parents / carers on all numbers supplied.
- If no contact can be made the Manager will then try to contact the people listed as Emergency Contacts on the Registration form.
- The manager will continue to make contact every ten minutes until contact is made.



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- If after an hour no contact can be made the Manager will contact Social Services Emergency Duty Team and Ofsted to advise them of the situation
 - Two people will remain with the child at all times until collection has been arranged
 - A £15 administration fee will applied and £10 for ever fifteen minutes or part of the child remains uncollected past their normal session end time.

Should a child not be collected by the end of the session and we have not been notified of any reason for the delay then we will follow the following procedure:

After 10 minutes make contact with the parent to find out why they are delayed.

Where we have not been notified of a delay in picking your child up, a late payment charge will be applied. A £15 admin charge will be applied and for every 10 minutes a further £10 will be applied. If you have notified us then for each hour or part of, then the hourly fee will be charged

If we have been unsuccessful in making contact with any of the authorised adults after 60 minutes, we will contact the Duty Officer at Children's Social Care.