

Collection Procedure

To ensure that children in our care are collected by authorised adults the following procedures must be adhered to:

Obtaining Written Consent:

- When a child is first registered at the nursery, a Registration Form must be completed by the parent/s 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.
- If the staff member who answers the door does not recognise the person collecting, then they will ask who they have come to collect, their full name and the password. They will be left outside the nursery while the staff member checks that the person is listed on the child's registration form and that the password supplied is correct.
- If an unknown person arrives to collect a child and supplies the correct password but their name is not written on the list of authorised people, then we will not allow them to enter the nursery without first contacting the child's parents to confirm that this person has been given permission to collect. We will ask the parent to confirm the person's full name and address and their relationship to the child. Staff may ask this person for a form of ID to prove who they are. We will ask if the parent if they would like this person adding to the authorised person list on the child's registration form. If the unknown person is suspected to be an intruder, the police will be contacted.
- Parents must inform the nursery immediately if a known person is no longer allowed to collect their child from nursery. The password for all collections should also be changed at this point. We will ensure that all staff are informed and that the child's records are updated. If this person arrives to collect the child, we will know that they are no longer authorised, and we will refuse the person entry. Parents will be informed that the person has attempted collection.

Emergencies/ Special Occasions:

- In the event of an emergency or special occasion, if the parent rings the nursery and speaks to a member of the management team to confirm that someone unknown is coming to collect their child then the staff member should ask for a separate password to be given for this collection. The parent should also be asked for the person's full name, their relationship to the child

and a brief description of their appearance. The person collecting will be asked for the password and may be asked to supply photographic identification to confirm their identity. If the staff member does not recognise the callers voice or telephone number, then we will ask to give them a call back on one of the numbers listed on the child's Registration Form.

Violence, Alcohol and Drugs:

- If a known person arrives to collect a child but is not in a state which we 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.

Parental Disputes:

- 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 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 should 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 you must not allow collection by this parent and safeguarding procedures must be followed.**
- In the event of parental disputes that have not been through the courts (where only **one parent had registered** their child on the original contract); we cannot allow the other parent to collect the child without authorisation and confirmation of their identity from the parent who has signed the Registration Form. The parent will be informed that they are unable to collect their child until their identity can be confirmed by the parent that is known to the nursery. We will endeavour to contact the parent listed on the Registration Form to gain permission:
 - Should permission be granted we will require three forms of ID from the unknown parent; at least one must be photographic and one with their full name and current address on it to confirm the person's identity and address. This is to confirm that the person is who they say they are. **The exception to this is where we suspect the child to be at risk from this parent – in this case you must not allow collection by this parent and safeguarding procedures must be followed.**
 - Should we not be able to contact the known parent, or should they refuse

to confirm the person's identity then the child will not be released to the person. The person should be asked to politely leave the premises and get in contact with the known parent themselves or if necessary, we can direct them to Children's Services (01724 296500) so that the parent can resolve the issue through Duty Suite. If the unknown person is suspected to be an intruder or shows signs of violence or threatening behaviour contact the police.

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

Late or Uncollected Children:

Should a child not be collected by the end of the day, and the nursery has not been notified of any reason for the delay, then you must follow the following procedure:

- After 15 minutes make contact with the parent to find out why they are delayed. If they are not available try to contact the other nominated adults authorised to collect.
- If you have been unsuccessful in making contact with any of the authorised adults after 45 minutes, then the **Emergency Duty Suite** will be called on 01724 296555 (out of hours) who will advise the nursery on what will happen.

Parents will be charged for the length of time added onto the usual nursery day as stated in the nursery's terms and conditions. dx