

Smisby Day Nursery

Policy



Subject: Child Collection

Procedure

On admission to the nursery all parents are given the security code to the main door. On the placement details form they state any other persons authorised to collect their child. It may be grandparents, Aunts, Uncles, Friends or childminders. Any of the above are not entitled to the code, they must ring the doorbell and identify themselves (we should have already been introduced prior to the collection of the child.)

If anyone turns up to collect a child (or children) and we are not expecting them we will automatically contact the parents to confirm that the person collecting is allowed to take the children. If we do not have an authorisation in writing for the person collecting, or a verbal confirmation from the parent backed up by proof of identity of the person collecting then we are not allowed to release the child into their care under any circumstances. Parents MUST ensure that the Nursery is fully aware of all people that are authorised to collect their child and keep us informed when that is going to happen.

In the event that parents are in dispute about the collection of their children for any reason then parents must understand that legal guardians automatically have rights with regards to their child and we are not allowed to stop them taking children away from the Nursery unless there is a court order in place preventing such action. In the event that an estranged legal guardian turns up at the Nursery to collect a child we can only ask them to remain on the premises whilst we ring the other parent/guardian to inform them of the event. We cannot intervene in a dispute between parents/guardians in any way.

Staff:

If you are the person opening the door and you do not recognise the person collecting a child or you are not aware as to who they are collecting, you must ask them to identify themselves and who they are here to collect, let them answer by saying the child's name. Ask for some means of identification, i.e.: driver's licence.

- Do not let them in until you are certain.
- Check with Senior Staff and staff in the child's base room.

Senior Staff:

If you still have any doubts, i.e. not authorised, or parents not informed us of this person, then you must ring a parent first to check it is ok, before letting the child go.

Un-collected Children.

Staff:

The Member of staff on late stay back is to stay with any children left after 6pm.

By 6.30pm if there is still no contact made by parents, the late stay back staff would try all the contact numbers supplied for that child including the given emergency contact numbers.

If no contact can be made with either parent or relative the late stay back staff would then contact a Director or the Officer in Charge who would then return to the Nursery premises.

Senior Staff:

By 7pm if the child is still uncollected and no contact has been made or can be made with parents, The Manager/Officer in Charge is to call the Emergency Duty Team at Social Services to inform them of the situation and decide on what action to take until such a time as the parents can be found or contacted. The LADO may also be informed after discussion with Social Services.