



Collection of Children and Missing Child Policy

Arrival & Collection of Children by Parents/Carer

A senior/designated staff member will be allocated reception duty between the peak time children are arriving and being collected to ensure:

- The door is open to parents/carers who are authorised to collect the child.
- To supervise the reception area and ensuring parents assume responsibility for their children during arrival and collection.
- To ensure that parents do not leave the door open or open the door to let in other people approaching the nursery.

Authorised collectors

Each child must have at least two authorised collectors. All collectors should make themselves known to ALL members of staff. Parents are required to provide work, home and mobile phone numbers.

Parents will be reminded, termly and in writing, that no-one else, other than themselves and their authorised collectors, are allowed to collect their child. This correspondence will prompt current parents to confirm that the authorised collectors are unchanged for the previous term, and will request new parents to provide the names and phone numbers of their child's authorised collectors.

Persons prohibited from collecting children

If a different person calls to collect a child, and the parents have **not** informed the Nursery of this, then the parents' permission must be obtained before handing over the child.

All staff should be aware that some children are not allowed to come into contact with members of their own family. In such circumstances, a register is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the Nursery, they must **not** be granted access and an authorised person must deal with the situation and ensure that no contact is permitted. The child's primary carer must be informed of the incident immediately thereafter.

Collection policy for a parent/carer under the influence of alcohol or drugs.

A child's safety is our main concern and as such this will determine the course of action taken. The following guidelines will apply:

- We will manage the incident tactfully to ensure that the professional relationship with the family is maintained.
- If a senior staff member has any concerns regarding the child's welfare, we would endeavour to speak to the parent/carer about their child's needs.
- Procedure will be followed in accordance with the nursery Safeguarding Policy.
- We will ensure that there are two staff present when speaking to a parent so that staff should not jeopardise their own safety or others in these situations.
- In the event that the parent/carer arrives at the nursery under the influence of alcohol or drugs we will ask that someone comes with the parent/carer to take responsibility of the child.
- Should this not happen, although we have no legal right to withhold a child from a parent/carer, we reserve the right to contact any relevant authorities that we deem appropriate i.e. the police, partner, etc.
- Any member of staff feeling under threat should contact the police in the first instance.
- A full written report will be made of the incident.

Failure to collect a child

In the event of a parent/guardian or designated person failing to collect a child, every effort must be taken to contact that person as soon as possible. If none of these people can be contacted then the emergency person should be contacted.

If all attempts to contact a parent/legal guardian, designated person or emergency contact fail then the registered person in charge of the provision should inform the local authority duty social worker of the situation without delay. It will be up to the duty social worker to take charge of the situation and decide what happens next and whether the police need to be involved in helping to trace the parent/guardian of the child. If the parent/guardian or other designated person cannot be found, the duty social worker can arrange for the child to be placed temporarily with foster parents until the situation is resolved.

Policy on Lost Children

There are a limited number of situations where a child could be lost and these are:

- a. Where a child wanders off on a Nursery outing;
- b. Where a child escapes from the garden or setting;
- c. Where a child is taken from the Nursery by an unapproved adult

If a child appears to be missing from the setting, the following procedure must be followed:


1. Staff must notify the Manager immediately
2. The remaining children are to taken to a quiet area by two members of staff and not left unsupervised
3. The Manager should check the register to ensure the child was present and initiate a headcount
4. Manager to clarify with staff where and when the child was last seen and whether an authorised person had collected the child
5. The remaining staff should check all entrances and exits and search the building and outside area
6. If the child is not found within 10 minutes, the police must be notified
7. The parents must then be notified and informed of the action taken

In the event of a child going being lost on an outing from the provision, it is important to call the police immediately. It is important to make a note of the circumstances surrounding the disappearance in order to help the police as much as possible with their investigations. The police will then be able to advise the registered person in charge (or deputy where appropriate) about informing the parents/guardians of the child and the next steps.

OFSTED must be informed of these events without delay and the relevant form completed.

A copy of this policy can be obtained from the Nursery Offices or downloaded via our website:

www.acorns2oaksnurseries.net/home/policies

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| Reviewed by: Beverley Noble | Signed:  | Date: Sept 2019 Review: Sept 2020 |
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