

ABSENT CHILD POLICY

- Parents are expected to telephone the nursery by 9.00am on the first day that the child will be absent.
- If the nursery has no contact from the parents they will contact parents that day to seek a reason why their child is absent.
- If the nursery is unable to make any contact they will use all contact numbers for a week.

After a period of two weeks if we are still unable to make contact with anyone, then the nursery would contact other relevant professionals.

COLLECTION OF CHILDREN POLICY

Parents:

- All parents to identify as many people who are likely to collect their child on contact details on the registration form at their induction.
- Parents are asked by the Manager/Deputy on induction to bring any photographs of people who may collect their child so that staff can be made aware of them.
- If possible parents are asked to bring in the people in person, so that they can be introduced to the Manager/ Deputy.
- Parents will give members of staff a password that the person who will be collecting their child can use. This is stated on registration form.
- Any parent who is under the influence of alcohol/drugs will not be allowed to collect their child. Safeguarding Referral Team may be contacted.

Staff:

- Staff will check identity of all persons collecting children.
- If in doubt of anyone's identity then this will be reported to the Manager/ Deputy who will telephone the child's parents/ carers to check details.
- Any misgivings will be reported to Manager/ Deputy

Persons unable to identify themselves as being able to collect the child will not be allowed to collect them.

LATE COLLECTION OF CHILDREN POLICY

- We will do our best to accommodate parents who have given us notification of the late collection of their child (with good reason).
- In these cases, parents should give the nursery as much warning as possible.
- However, for every 15 minutes late a charge of £5 will be added to your fees and £5 for every 5 minutes after that.

- Only in exceptional circumstances will this charge be waived.

UNCOLLECTED CHILD PROCEDURE

In the event of a parent/ carer failing to collect their child the following procedure must be followed, after 15 minutes of the nursery closure time.

- 2 members of staff must be left on the premises (one should hold a senior position).
- Telephone parent on home and/ or mobile number.
- If parent answers explain the situation and arrange for the parent to collect the child.
- If parent does not answer contact emergency telephone numbers.

If response is made explain the situation and request verification on person whom you are speaking to (if not known by the nursery staff) by asking key questions such as:-

1. Child's date of birth
2. Child's address
3. Parent's names
4. Password

- Arrange for the child to be collected and either ask for password or proof of identity.
- If no response from emergency contact numbers repeat the procedure every 10 minutes for 1 hour.
- If no response telephone Staffordshire Police 999 and the Safeguarding Referral Team **(01782 235100)**
- Have child's details available.
- Accurately record in the incident book people who you speak to, child's name, date, time, action taken and by whom.
- In all cases inform the nursery manager/Deputy if not already on the premises.
- Staff to reassure the child and wait in a safe place.

On collection the parent should give an explanation why they are late and be dealt with in a courteous manner. This is documented in-case of any future occurrences signed by the member of staff who rang the contacts and by the person who collected the child.