****

**18. Collection Procedure**

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

**REGISTERING AT NURSERY**

When a child is first registered at the nursery, a registration pack 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. 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.

**UNKNOWN OR UNAUTHORISED PERSON**

If an unknown or unauthorised person arrives to collect a child then under no circumstances must you release the child to them even if the correct password is given. Contact the parents/carers immediately to inform them that you cannot release the child. If required contact the police if the unknown person is suspected to be an intruder.

**KNOWN PERSON**

If a known person arrives to collect a child but is not the normal person who collects that day and you have not been informed that they are collecting the child that day, then you must first check that the person features on the registration form or that they have the valid password. If you have not been informed by a parent and the person is not on the registration form, you must contact the parent even if they have the password and have collected before.

**LEGAL PARENTAL CONTACT**

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. 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/only one parent has parental responsibility); we cannot allow the other parent to collect the child without authorisation from the parent who has signed the contract.

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. The Safeguarding lead or Child Protection officer for the setting (Natalie) must also be made aware of the situation.

**LATE OR UNCOLLECTED CHILDREN**

Should a child not be collected by the end of the day and you have 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. These calls need to be logged on a full incident record.

If attempts to make contact with any of the authorised adults have been unsuccessful after 60 minutes, the setting Manager (or supervisory member of staff in her absence) will begin the escalation procedure, (NB if the manager is absent please also ensure you contact the manager to alert of the situation.)

* The person in charge will ring the ART (Action and Response Team) and Ofsted to advise them of the situation, who will advise of the next actions to be taken.
* Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
* The child’s welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.
* In order to provide this additional care a late fee of £10 per 15 Minutes will be charged to parent/carer(s). This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.

**ADULTS ARRIVING UNDER THE INFLUENCE OF ALCOHOL OR DRUGS**

The nursery’s prime focus is the care and safety of the children it cares for. All procedures are written with this in mind. If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management on duty will assess whether the child’s safety and welfare may be impacted if released into this person’s care.

The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to the duty social care worker if this is not possible.

During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play. Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle.

The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

|  |  |
| --- | --- |
| Signed | Date of Review |
|  |  |
|  |  |
|  |  |
|  |  |