



## **Fledgelings Day Nursery**

# **Collection & Non-Collection of Children Policy**

<b>Policy Name:</b>	Collection & Non-Collection of Children
<b>Adopted By:</b>	Louise Farrow-Brookes
<b>Next Review Date:</b>	11/12/2026



# Contents

- 1 Policy Overview..... 3
- 2 Roles and Responsibilities ..... 3
- 3 Procedures..... 3
  - 3.1 Late Collection ..... 3
  - 3.2 Non-Collection..... 3
  - 3.3 If contact is made ..... 3
  - 3.4 If contact cannot be made ..... 4
- 4 Appendices ..... 4
- 5 Review History ..... 4

# 1. Policy Overview

This policy outlines the procedure that will be followed in the event of an authorised adult being unable to collect the child. Ensuring the safety of the child and in accordance with regulatory guidance.

All “Manager” responsibilities and actions referred to throughout the policy, would usually be undertaken by the most senior person in charge, in the absence of the Nursery Manager.

## 2. Roles and Responsibilities

- 2.1 The parent/carer must provide contact details on their child’s FAMILY account for a minimum of two (wherever possible) responsible named persons, over the age of 16, who are authorised to collect the child. This information must include current contact numbers and passwords. This needs to be updated every 6 months alongside parents meetings.
- 2.2 The Manager must ensure that each child before Parents leave for their first settle have their Family account (app) update to date, with all parents’ information and at least 2 emergency contacts. This is to be completed at the managers parent meeting before the child’s settles.
- 2.3 The Manager cannot prevent any adult with parental responsibility (please refer to copy of child’s birth certificate retained on file) that is listed on The Emergency Contact/Child Collection from collecting the child, unless there is a copy of a Court Order on file stating otherwise.

## 3. Procedures

### 3.1 Late Collection

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival.
- Asking a designated adult to collect their child wherever possible.
- Informing the nursery of this person’s identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.

3.1.1 Staff must only allow a child to be collected from the nursery by an authorised person that is recorded on the child’s Family app account. Unless due to lateness or noncollecting an authorised person has been designated for the child. This must be fully completely including phone number, passwords, and photographs.

3.1.2 If a parent/carer is unable to collect the child, the Manager must ask the authorised person collecting to give the agreed password. The photograph on the child’s Family App and password must be checked as identification prior to the child leaving the nursery.

3.1.3 If a parent/carer requests that a person that is not on The Emergency Contact list on Family, then a photograph and password must be obtained via email prior to the child being collected.

### 3.2 non-collection

3.2.1 The nursery reserved the right to allocate late pick up charges for families who are frequently late in collecting their child.

3.2.2 Staff must inform the Manager if the child remains uncollected 10 minutes after the end of the sessions.

3.2.3 The Manager must attempt to contact the parent/carer or authorised person due to collect the child.

### 3.3 If contact is made

3.3.1 The Manager must agree a time for collection with the parent/carer or authorised person and confirm who will be collecting the child.

### 3.4 If contact cannot be made

3.4.1 The Manager must leave a voicemail stating the name, time of call and the nursery contact number.

3.4.2 The Manager must attempt to contact the parent/carer every 10 minutes for up to 30 minutes. If after 30 minutes contact cannot be made, the Manager must attempt to contact all other people named on the Emergency Contacts on the child's account. The Manager must telephone the Area Manager immediately. If they was not to answer the company director must be contacted.

3.4.3 If agreed with the Area Manager, or Director the Manager must telephone Child Services if they have been unable to contact any authorised person after 1 hour. The advice provided by Child Services must be followed.

## EMERGENCY CONTACT NUMBERS

Service Name	Contact Name	Contact Number	Out of Hours
Multi Agency Safeguarding Hub (MASH)	MASH	01708 433 222	01708 433 999
Local Authority Designated Officer (LADO)	Lisa Kennedy	01708 431 653	Lado@haverling.gov.uk
Prevent Duty	Emily Knight	01708 433 082	Emily.Knight@haverling.gov.uk
NSPCC Whistle Blowing Advice Line	N/A	08000 280 285	N/A

3.4.4 The Manager must complete a Serious Incident Report (Appendix 1) and send it to the Area Manager withing 48 hours.

3.4.5 Two members of staff must stay with the child, ensuring their safety and well-being.

3.4.6 Staff must not take the child home with them or transport the child in a private vehicle.

## 4. Appendices

Appendix	Description
1	Serious Incident Report

## 5. Review History

Date Approved	Reviewed By
02/12/2023	Louise Farrow-Brookes
11/12/2025	Louise Farrow-Brookes