**Collection and Uncollected Child Policy**

Flexi-Minder

**Aims**

At Flexi-minder we aim to ensure that all children remain safe at all times when in our care. We strive to ensure that parents are informed of nursery procedures for keeping children safe in their absence. This policy outlines our procedure to parents for late, non collection, or what to do in an emergency situation for the collection of their child.

**Authorised adult**

An authorised adult is a person over the age of 16 to whom the parent/guardian has given prior permission to collect their child (preferably named person/s on registration form). To ensure that staff within the setting are aware of any changes in current arrangements, the nursery.

* Asks parent’s to provide staff and authorised adult with a password\* to share when they arrive to collect the child.
* May ask for name/other personal details and description in addition to the password if the authorised adult is not known to staff, or it is their first visit to the nursery.
* Will endeavor to contact parent if there is any cause for concern with the password system, and may ask for further identification/clarification particularly if we have not been informed that a different person will be collecting.
* May use discretion in releasing a child into the care of someone who appears to be irresponsible or incapable of supervising a child. In this instance Safeguarding Children procedures will be applied.

\* A password may be a family or pet name, date of birth etc.

**Documentation and procedures**

Fully completed registration forms are part of the childcare agreement with the setting. In addition to that information our expectations are;

* When parents are aware that they will not be at home or in their usual place of work, they inform staff of how they can be contacted.
* That parent’s inform their child’s key person on the day if they are unable to collect. If this is not possible telephone the nursery with details of who will be the responsible adult.
* If a child is not collected after 1 hour after their normal collection time, or at nursery closure the following procedures will be followed:
* If a child in our care is not collected within 30 minutes of their arranged collection time or after nursery closure.
* Staff will inform the nursery Manager, Deputy, or supervisor in charge.
* Check for any information about changes to the normal collection routines
* A member of staff will call the parents using the contact details provided. If we are unable to contact the parents then we will try the emergency contact numbers.
* If no contact is made with the emergency contacts we will continue to care for the child during this time and reassure them if they are concerned.
* We will keep trying all numbers.
* We will use our discretion but for no longer than 90 minutes, if it has still not been possible to make contact then we will have to get in touch with the Trafford Multi Agency Referral and Assessment Team (MARAT) and follow any advice that they give, and if necessary the police.

**A full written report of the incident is recorded, including times and responses to telephone calls.**

If you are late to collect your child then fees will be charged.

In an emergency situation such as illness or accident to a child procedures outlined in the Accident and Injury/ Sick child policy will be followed

**Written on 28/09/2015 by Haylea Osborne**

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