



## Collection of Children and Lost Child Policy

### Aim

We will do all in our power to look after and supervise all children whilst they are in our care - their health, safety and well-being is paramount.

### Arrival of Children to the Nursery

Parents sign their child in on the register sheet on arrival and enter the name of the adult collecting the child at the end of the session. The arrival and departure times of the children will also be recorded on the register.

If someone else should arrive to collect the child (even if the person is well known to us) they would not be permitted to take the child until we have been able to contact the parents. We may request that the "collector" wait by the nursery entrance whilst we make enquiries.

No child will be allowed to leave the nursery unaccompanied or with a primary school aged sibling.

In order to safeguard children accurate attendance registers are maintained. If a child on the register misses several sessions the nursery will contact the family to ascertain a reason for absence unless we have been informed.

### Collection of Children

It is important that children are collected promptly by the end of each session as unexplainable delays in collecting them may cause them unnecessary distress as they see other children going home with their parents/carers.

The adult responsible for collecting a child must sign the child out and enter the departure time on the register.

In an emergency staff will contact parents and designated adults on the registration form.

Any changes to emergency contact telephone numbers should be given to nursery staff as soon as possible.

We also operate a secure password system where the adult collecting writes down the password and doesn't say it audibly in front of other adults.

### All staff

- Ensure the outside gate is kept shut at all times

- Remind parents not to hold the gate open
- Parents to collect their child and then sign them out
- Close the door in between parents arriving
- Encourage parents to collect their child and then sign the register
- **Do not walk away from the doorway unless it is locked!**

### **Late Collection**

If a parent/carers is running late please contact the nursery and inform them of the situation or alternative arrangements for the collection of their child. We will then be able to explain to your child why you are late and this can help to reassure them.

A late collection fee will be charged. (See Fees Policy for details.)

In the unlikely event that a parent is late collecting their child and no information has been received the Nursery Manager/Nursery Practitioner will use all authorised contact telephone numbers from the registration form to arrange collection. However, if after one hour we have been unable to make contact with any of the named adults they will be obliged to contact Children's Social Care duty help line and follow the advice given.

Two adults will remain with the child during this time.

### **Updating Information on the Registration Form**

It is essential that information on the registration form is kept up to date so please inform us in writing of any important changes to:

- Domestic arrangements which could affect collection of the child e.g. a court order in respect of the residence of the child or who the child is able to have contact with.
- Parental responsibility agreements.
- Home and work telephone numbers.

### **Lost Child Procedure**

If a child goes missing whilst in our care, we would:

1. Gather the children in one large group.
2. Do a head count and check the register.
3. Immediately check all areas of the nursery and garden
4. Check all exits for any doors/gates left open and check immediately outside these.
5. Inform the management.
6. If the child cannot be found, The Nursery Manager will contact the police to report the incident and follow their advice.
7. Contact the parents of the missing child.
8. Fully record the incident in line with the nursery's policies.
9. Inform Ofsted.

If a child goes missing when on an outing:

1. Gather the children in one large group.
2. Do a head count and check the register.
3. Immediately check the surrounding areas/exits/lost child points/
4. If the child cannot be found, the senior staff member will contact the police to report the incident and follow their advice.
5. Contact the parents of the missing child.
6. Fully record the incident in line with the school/nursery's policies.
7. Inform Ofsted.