



Oscar Bears' Day Care

Oscar Bears Day Care - Non-Collection of Children Policy

Introduction

In the event that a child is not collected by an authorized adult at the end of a session Oscar Bears Day Care will put the following procedures into place. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child, and that the child does not experience any undue distress during this time.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedure

We ask that parents of Children starting at Oscar Bears Day Care provide us with the following information, which will be recorded on our registration form:

- Home address and Telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative
- Place of Work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names and telephone number of adults who are authorized by the parents to collect their child from the setting, for example a childminder or grandparent
- Information about any person who does not have legal access to the child
- Who has parental responsibility for the child

If a parent will not be available for contacting at their home or usual place of work we ask that a contact slip is filled out on the day and handed into the office. This will be placed into the Child's file.

On occasions when parents or the persons normally authorized to collect the child are not able to collect the child, parents record the name, address and telephone number of the person who will be collecting their child in our Collection Book.

We agree with parents how to verify the identity of the person who is to collect their child. If this has not been followed a child will not be released into the care of another person until a parents or guardians have been contacted.



If you are not able to collect your Child as planned you are asked to inform us via the telephone as soon as possible.

If we have been informed of a late collection and it is still during nursery operating times the following procedure will apply:

- The Childs key worker will be informed that the Childs parent is running late.
- The Child will be reassured that their parents will arrive as soon as possible.
- Management will ensure that nursery ratios are adhered to at all times.
- Parents will be charged normal hourly rate for the extra time. The fee will appear on the next invoice.

If we have not been informed of a late collection and it is still nursery operating times the following procedure will apply:

- Staff will inform management after 5 Minutes if a child has not been collected at there allocated time.
- Staff will double check the collection book.
- If there is no further information management will ring the parents. If there is no answer a message will be left.
- After 20 minutes has elapsed and if no contact has been made a further phone call will be made to the Childs parents/carers.
- If at this time contact still has not been made with the Childs parents/carers the Childs emergency contacts will be contacted.
- All reasonable efforts will be made to contact the Childs parent/carers and those named on the Childs Registration forms and Collection book.
- The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.
- Throughout management will ensure that ratios are upheld.
- A full report will be written and stored in the Childs file.
- Parents will be charged £2.50 per fifteen minutes that they are late in collecting their child.

If we have not been informed of a late collection and it is still nursery operating times the following procedure will apply:

- Staff will inform management after 5 Minutes if a child has not been collected at there allocated time.
- Staff will double check the collection book.
- If there is no further information management will ring the parents. If there is no answer a message will be left.



- Management will arrange staff cover, ensuring that at least two members of staff stay on the premises. Where possible this must include a member of management.
- After 10 minutes has elapsed and if no contact has been made a further phone call will be made to the Childs parents/carers.
- If at this time contact still has not been made with the Childs parents/carers the Childs emergency contacts will be contacted.
- All reasonable efforts will be made to contact the Childs parent/carers and those named on the Childs Registration forms and Collection book.
- The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book. This includes any staff members.
- A full report will be written and stored in the Childs file.
- Parents will be charged £5.00 per fifteen minutes that they are late in collecting their Child. This fee will go straight to the staff members who have stayed behind with your child.

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

- Oscar Bears Day Care will contact the local authority social services department (01403 229900) or out of hours (01903 694422).
- The child will stay in the care of two Oscar Bears Day Care staff at all time. The child will only be released into the care of Social Services or the Childs parents or named contacts.
- Social services will Endeavour to make contact with the parents or other relatives.
- If this is not possible the child will be released into the care of the local authority.
- Staff at Oscar Bears must not go out to look for the Childs parents nor take the child home with them.
- Staff will write a full report of the incident
- OFSTED may be informed (0845 601 4771)

Written by: Laura Mills

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