**Collection / Uncollected child Procedure**

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

When a child is first registered at the nursery, a child details form must be completed by the parent/carers detailing those adults who have parental responsibility. This must be updated by the parent/carers if there are any changes to these arrangements and staff must be kept informed. Parent/carers 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. Forms will be handed out to parent/carers and will need to be completed by returning them to the nursery. The General Manager (Chelsea Cunningham) and Deputy Manager (Hannah Parker) will ensure all relevant forms are up to date and stored securely within the children’s records.

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.

If a known person arrives to collect a child but is not the normal person who collects and you have not been informed that are collecting the child that day, then you must first contact the parents to check the child can be released, ensuring they give you a description and password.

If a known person arrives to collect a child but is not in a state which you deem suitable to care for a child (e.g., acting violently or under the influence of alcohol or other substances) then you must not release them. Call another authorised person to come and collect the child.

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. A Partnership with Parents meeting should be held with both parents to come to a mutual arrangement. The exception to this is where we suspect the child to be at risk from a 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 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.

If a child is not collected from Baby Bears Day Care after half an hour of the nursery closing at 6pm and the parent/carer cannot be contacted, nor any other of the contact names listed on the child’s registration form, the General Manager (Chelsea Cunningham) or Deputy Manager (Hannah Parker) will telephone the Multi Agency Safeguarding Hub (MASH), or out of hours contact.

The child will not be allowed to exit the nursery until an officer from MASH has arrived, regardless of whether the parents/carers or any known relevant contact has arrived to collect the child.

If no one has arrived to collect the child, arrangements will be made for the child to be removed to an appropriate place of protection agreed by MASH.

It remains the responsibility of MASH in conjunction with the police to contact the parents/carers and if appropriate, to inform them of the child’s whereabouts.

Please ensure that all contact details are always up to date in case of an emergency.

MASH 01908 253169

01908 253170

Out of Hours Duty Social Workers 01908 265545