



Collection & Non-Collection Policy

We ensure that each child leaves Brightsparks with an authorised adult. If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care to cause as little distress as possible. 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.

Procedures for collection of children are:

No child will be allowed to leave with anyone other than their main carers unless permission has been given. No child will be handed over to anyone under the age of sixteen. If staff are in any doubt to the person's age, identification will be sought. Staff will ensure that no child leaves unaccompanied. We will not allow children to go home with any authorized adult that is under the influence of alcohol or drugs.

Procedure for children to be collected by someone who is not a parent/main carer.

- If a person who is not a parent/main carer comes to collect a child, prior permission must have been given by the parents. The form does not need to be completed for another adult for example a grandparent who will be regularly collecting a child.
- They must inform an appropriate member of staff who will then give them a consent form to sign and date. This form will give information about the name of the person who is collecting their child. Occasionally plans change last minute and a parent may have to inform management that someone else is collecting their child during the day over the phone. In this instance the manager or deputy will take the name of the person collecting and the password for collection and complete the form on the parents' behalf and inform the relevant staff.
- The member of staff will also ask the parent the estimated time of collection and advise the parent to let the person know their chosen password.
- When the person arrives to collect the child, they will be asked for their name and the password. Once this is confirmed the child will be taken out and the handover given.

Procedures for non-collection of a child are:

- Parents of children starting at Brightsparks are asked to provide specific information, which is recorded on our Registration Form, including:
- Home address and telephone number.
- Work telephone number (if applicable)
- Mobile telephone number and email address
- Who has legal contact with the child
- Two emergency contacts.

If a child is not collected at the end of the session, we follow the following procedures:

- We check for any information about changes to the normal collection routines, if no information is available, parents/carers are contacted at home, mobile or at work. All reasonable attempts are made to contact the parents/carers.
- If this is unsuccessful, the emergency contacts are contacted.
- The child stays at nursery in the care of two staff members until the child is safely collected, if this is later than 7pm, inform the proprietor.
- If contact has been made and someone is on the way to collect the child, staff are required to wait with the child at the nursery.
- If after 1.5 hours after the child's session has ended, there has been no response or correspondence between staff and parents/main carers or emergency contacts the nursery will first contact the out of hours Duty Social Worker on 0208 770 5000 then contact the Police (non - emergency number) on 101 and call and inform Ofsted within 24 hours.
- A full written report of the incident is recorded; and depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. Our terms and conditions states that this is £1.00 a minute