

## Our Lady's Catholic Primary School



**We aspire that through the love of Jesus everyone should  
"have life and have it to the full."  
Jn. 10v10**

# **COLLECTION OF A CHILD POLICY (INCLUDES PROCEDURE IN THE EVENT OF NON- COLLECTION OF A CHILD)**

<b>Approved by: School Governors</b>	<b>Date: Oct 2021</b>
<b>Last reviewed on:</b>	<b>Date: Sep 2025</b>
<b>Next review date:</b>	<b>Sept 2026</b>

**Collection of a Child Policy**  
**(Includes procedure in the event of non-collection of a child)**  
NRSRY\_03\_02

**1. Permission to collect form**

- 1.1 Upon admission to the nursery, all parents/carers are required to fully complete and sign the registration form with details of people authorized to collect their child.
- 1.2 Parents/carers must complete all of the details of up to four people who they give the nursery permission to release their child to.
- 1.3 For each person listed on the form, the nursery requires: full name, relationship to the child and contact telephone number. These will be used as emergency contacts in case of need.
- 1.4 The form will be kept with the child's registration forms in the office.
- 1.5 Parents are reminded to include themselves on this form.

**2. Releasing a Child from Nursery**

- 2.1 Children will only be released from nursery to those persons named on the form.
- 2.2 Parents/carers are encouraged to let a member of staff know if someone other than the main carer is collecting the child from nursery, even if named on the registration form.

**3 Special Circumstances**

- 3.1 Written note must be provided to include details matching that on the registration form, if a parent/carers knows in advance that their child will be collected from nursery by someone other than those listed on the form.
- 3.2 In the case of an emergency, parents/carers must telephone the nursery with details of the person collecting in their place. If possible, nursery staff will request a "password" from the parent/carers which the person collecting will need to give on arrival to the nursery.
- 3.3 Exceptional Circumstances – if a parent/carers is denied access to their child by the Courts/Social Services, a copy of the "Decision Notice" must be provided to the nursery. In these instances, the nursery will request a photograph and full details of the

parent/carer who is not permitted to collect the child from nursery – this will be placed in the office and the child's file.

- 3.4 Parents/carers will be made aware that the nursery cannot withhold a child from anyone listed as having Parental Responsibility unless otherwise informed by an authorising body.

#### **4. Non-Collection of a Child from Nursery**

- 4.1 Nursery staff will not inform a child if they have not been collected on time so as not to cause any alarm or distress to the child.
- 4.2 If a child is aware that they have not been collected on time, nursery staff will provide reassurance and not show any cause for concern.
- 4.3 If non-collection has taken place prior to the end of the day, care will continue for the child as usual.
- 4.4 Staff will ensure that emails, Tapestry and voicemails have been checked for any messages from the parent/carer.
- 4.5 Attempts will be made to contact the child's parents/carer and emergency contacts.
- 4.6 If a child has not been collected at the end of the nursery day (with reasonable time being given for traffic delays etc) and all attempts at contacting the parents/carers and emergency contacts are unsuccessful, a member of staff should begin to contact the persons listed on the Permission to Collect form.
- 4.7 Two members of staff must remain in the nursery building until the child has been collected, if this is not possible the child will be taken to the school building and handed over to school staff.
- 4.8 The two staff members that have stayed with the child will provide snacks, drinks and reassurance throughout the delay.
- 4.9 The Designated Safeguarding Lead of the school should be contacted and a call to MASH (Multi-Agency Safeguarding Hub – 01432 260800) will be made where further advice and instruction will be given.

## 5. Children becoming unwell in nursery

If a child becomes unwell during nursery hours, a parent or carer will be informed via phone call. We will prioritize the child's health and comfort to make an informed decision whether parents need to collect.

*In case of sickness and diarrhoea, we will phone the parents and/or carers after the first episode, making them aware that if there is a second episode, the child will have to be collected and won't be able to return to the setting for 48 hours after the last episode of sickness and/or diarrhoea.*