



WILLOWDENE NURSERY SCHOOL

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The non-collection of children and password policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a pre-school session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order 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.

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping safe	2.2 Parents as Partners	3.4 The wider context	

Procedures

1. Parents of children starting at the pre-school are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent ; and
 - information about any person who does not have legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Parents' Diary in the foyer.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they inform us and agree that this person will be aware of the family's password. This password is provided when the child starts at Nursery and is kept on record in the office.
4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our child protection procedures as set out in our child protection policy

5. If a child is not collected at the end of the session/day, we follow the following procedures:
 - the Parent Diary is checked for any information about changes to the normal collection routines;
 - if no information is available, parents/carers are contacted at home or at work;
 - if this is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school - and whose telephone numbers are recorded on the Registration Form - are contacted;
 - all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home;
 - the child stays at pre-school in the care of two fully-vetted workers until the child is safely collected;
 - the child does not leave the premises with anyone other than those named on the Registration Form and on the Collection Board;
 - if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Child Protection Policy. We contact Hants Direct (telephone number 08456035620 Out of Hours 08456004555) and inform Ofsted (telephone number 03001231231)
 - 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.

Procedures for when a child leaves the group unaccompanied

- **All exits from the premises should be locked or guarded in a way which makes it impossible for a child to leave unobserved or unattended.**
- Please be vigilant when on float duties - ensure that the door is NEVER left open. Make sure you are positioned beside the door **at all times** so that you may observe the parents & children as they enter and leave the group.
- At home time, be vigilant that children do not run out to their parents, and that they remain seated until called by the Supervisor/Deputy.
- Keyworkers of new children should take care to explain the home leaving routine to the parent/carer so that they do not call to their child.
- An accurate and up to date register must be kept and visitors should be signed in and out whenever they enter and leave the group. (Float to ensure these)
- Staff should be aware for the safety of the children by ensuring that exist and entrance doors are never left unlocked.
- Staff should alert other staff members of any child whose behaviour suggests that he/she may be trying to leave.

If a child goes missing

- **Find out quickly** – all staff should be constantly aware of where all children are and should report a child missing as soon as they suspect this.
- **Search** – A member of staff will be allocated to thoroughly search the building. If the child is missing gather the remainder children into one large group. Do not panic other children – read a story say, while other staff help the search.
- **Parents** - Call the child's parents to warn them that their child may be missing and may be attempting to reach home. Try to stay calm. Ensure the parents that everything possible is being done. If possible, send a member of staff to search the immediate neighbourhood.
- **Police** - Notify the police, followed by the Social Services/Ofsted.
- **Accident/Incident Book** - Start a record of the events as soon as possible – include the last definite sighting in the group.
- **Reactions** - be very careful about the words you use to talk to people about the incident. Say:
 - How sorry you are that the accident has happened
 - That a full investigation is in hand
 - That the Social Services/Ofsted have been informed and will also be investigating.