



## Procedures in the event of a child being lost; Procedures for failing to collect a child; and procedures for concerns about the collection of a child

We aim to provide the highest quality care and education for all the children in our care. The safety of each child is of paramount importance and we have a range of policies and procedures in place to ensure the highest standards are always maintained.

We are required to produce a policy explaining the action we would take in the event of a child becoming lost whilst in our care. By producing this policy we are able to assess the safe guards in place to prevent this from happening and to ensure that we are prepared and trained to take effective action in such a situation.

We are also required to produce a policy and supporting procedures to outline the response the nursery takes to a parents failing to collect their child at the end of a nursery session. The policy is intended to ensure that all parents/carers fully understand their responsibility for collecting their child by the close of each nursery sessions booked and the possible implications of failure to keep to that commitment.

### Information gathered on children

- All parents/carers will be asked to fill in a detailed registration form when a child takes up a place at nursery. The form will include information about a child's address and a list of contact numbers and details ; and a password system for backup collection arrangements
- Managers will ensure that parents/carers are asked to update registration information on a regular basis, to ensure all information held is accurate.
- Parents will be reminded via newsletters, posters and verbal reminders to report any changes to registration form information, as soon as they occur.
- Staff in charge of sessions will register children as soon as they arrive and as soon as they leave each session. A note of the time of arrival and departure will be entered in the register.



### Arrangements for the collection of children

- All parents and carer's will be made aware of the nursery policy in relation to collecting a child at the end of the session.
- In order to reinforce to parents the importance of promptness in collecting their child, the nursery will impose late collection charges. Further action will be taken in the case of persistent lateness, including imposing heavier charges for lateness
- In cases of persistent lateness, the nursery will attempt to work with the parents to develop an understanding of the importance of prompt collection for the child and for the nursery.
- If no improvement results, the nursery will considering withdrawing the child from afternoon sessions initially; and if necessary the child's place at nursery will be withdrawn altogether
- Parents will be reminded via newsletter that their child will only be released into the care of those recorded on the registration form; or if the child's individual password is used by anyone collecting from nursery.
- In the event of a parent/carer failing to collect their child by the end of the session, managers will attempt to contact the parents or main carers as noted on the registration. If staff cannot reach the parents then they will begin to contact others on the registration form. At least two staff members will remain at nursery until the child is collected. Managers will discuss with the parents the reasons for the late collection and decide on any further action to be taken eg last collection fees. Managers will emphasise the importance of promptness and that the nursery will monitor future collection times closely.
- If a child has been left at nursery for more than one and a half hours after the end of the nursery session; and where no contact has been made with or by the parents/carers, staff will contact social services to discuss arrangements for the immediate care of the child.
- Should a parent /carer picking up children from the nursery present themselves as being under the influence of alcohol or drugs the following procedures will be under taken. We will ask that someone comes with the parent/ carer to take responsibility of the child before a member of staff gives up his/her responsibility of the child. Should this not happen, although we have no legal right to withhold a child from a parent/ carer, we however reserve the right to contact any relevant authorities that we may feel appropriate i.e the police, partner, etc. **YOUR CHILD'S SAFETY IS OUR MAIN CONCERN AND AS SUCH THIS WILL DETERMINE THE COURSE OF ACTION TAKEN**



### **Provision and procedures to prevent a child becoming lost, whilst at nursery**

- A video entry system is provided to monitor all arrivals and departures at nursery. All parents/carers and visitors will be required to use this system.
- An additional keypad system is also provided to give backup control over all people entering or leaving the building. Only staff will be given the security number to access the building.
- A member of staff will be on reception duties to monitor all movements into and out of the building.
- During sessions children must stay within designated play areas and the safety gate must be kept closed at all times.
- The outdoor play area will be staffed to ensure children are constantly monitored to prevent climbing fences etc. the external garden gate will also be kept closed at all times and checked at the beginning of each play session.
- The garden gate has a keypad entry system to prevent anyone entering the garden area, other than staff.
- Older children will be taught, via circle time sessions and other play activities, not to open internal gates, not to climb fences in the garden area; and not to attempt to open doors or gates.
- Parents will be discouraged from allowing their child to open the main door when leaving the nursery, to reinforce the notion that children must not touch the door.

### **In the unlikely event that a child becomes lost during a session**

- In the unlikely event that a child becomes lost during a session, staff must make sure all other children are present and grouped safely so that staff may be released to help search for the missing child. A search must be initiated immediately to cover the building and the surrounding area. Parents must be notified immediately
- If an initial search fails to find the child, the emergency services must immediately be notified. Staff should then begin contacting parents of the remaining children and ask them to collect their children as soon as possible
- After the incident, staff will carry out a detailed review of all the circumstances that led to the child becoming lost. Managers will review all policies and procedures in the light of the specific events and consider any disciplinary action as appropriate. Training may be given or external training sought as required to improve the quality of service to ensure no repeat of the incident.



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- Staff will hold regular discussions at staff meetings and team meetings to remain up to date on all policies and procedures to ensure the safety and wellbeing of the children
- All new staff will received induction training on policies and procedures relating to the care and safety of children at the nursery.

