

NON COLLECTION OF CHILDREN

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The Chelsea Nursery (TCN) provides nursery education for children aged 6 months to 4 years. The nursery is linked to Cameron Vale School (CVS).

In the event that a child is not collected by an authorised adult at the end of a Nursery day, agreed practice and procedures are applied. These ensure an experienced member of the TCN staff cares for the child with the minimum upset whilst the situation is resolved.

Procedures

- When parents are aware that they will not be at home or in their usual place of work, they must inform the Head of Nursery, ensuring contact details are available.
- When a parent or the normally authorised person is unable to collect the child, they must inform the Head of Nursery, along with the details of the individual who will be collecting. The Head of Nursery and parents will confirm how they will be identified to the TCN staff. This is likely to involve photo ID on a trusted document.
- If it becomes apparent a child will not be collected as expected, parents must inform TCN as soon as they become aware of the situation so the Head of Nursery can begin to put the correct measures in place to ensure the safety of the child.

If a child is not collected at the end of a session, as expected, the following activity takes place:

- The daily 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 using all available contacts;
- If this is unsuccessful, all emergency contacts given will be called
- All contacts will continue to be called on a regular basis.
- The child stays within TCN in the care of TCN staff until the child is safely collected;
- If no one collects the child and the staff are no longer available to care for the child, the Headmistress will decide on the next form of action.
- A full written report of the incident is recorded.
- Depending on circumstances, we reserve the right to charge parents for the additional hours.