

Collection of a Child Policy

Date: September 2026

Review Date: September 2027

To ensure that children in our care are collected by authorised adults the following procedures must be adhered to:

- When a child is first registered at the nursery, a registration pack must be completed by the parent/ carers detailing those adults who have parental responsibility and any other responsible adults (over 16 years) who are authorised to collect the child. The parent/ carers should create a personal password for their child and this must be recorded on their registration forms. The above information must be updated by the parent/ carers and if there are any changes to these arrangements, staff must be informed. **Parent/ carers must inform the staff immediately if someone else is going to collect their child, giving their name, a description and their assigned password even if they are named on the child's form.**
- **If an unknown or unauthorised person arrives to collect a child then under no circumstances must we release the child to them even if the correct password is given. Parents/carers must be contacted immediately to authorise collection over the phone. If required contact the police if the unknown person is suspected to be an intruder.**
- **If a known person arrives to collect a child but you have not been informed, then you must check with the parents first by phone to see if the adult has been authorised to do so, you must request the password and ask the adults name.**
- If a known person arrives to collect a child but is not in a state which you deem suitable to care for a child (e.g. acting violently or under the influence of alcohol or other substances) then you must not release them. Another authorised person from the data collection sheet will be contacted to collect the child. However, if we are unable to contact anyone from the data collection sheet, social care will be informed and safeguarding procedures followed.
- In the event of parental disputes that have not been through the courts (where both parents had registered their child on the original contract); we cannot prevent the child from being collected by either parent if they are both known to the nursery. The other parent must be contacted to inform them that their child has been collected. The child's best interest and welfare are of paramount importance, and every effort should be made to avoid distressing scenes in front of the child. A Working in Partnership meeting should be held with both parents to come to a mutual arrangement. **The exception to this is where we suspect the child to be at risk from this parent – in this case you must not allow collection by this parent and safeguarding procedures must be followed.**
- In the event of parental disputes that have not been through the courts (where only one parent had registered their child on the original contract); we cannot allow the other parent to collect the child without authorisation from the parent who has signed the contract.
- **In the event that there is a court order in place detailing custody or access rights by a parent then we will adhere to this and place a copy on the child's file.**

Late or Uncollected children

Should a child not be collected by the end of the day and you have not been notified of any reason for the delay then you must follow the Uncollected Child procedure. Please see the 'Uncollected Child Policy' for details of this.

Management Signature:

Date: