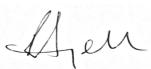


# R



## Unknown or Unauthorised Person arriving to collect a Child

### Version control

Agreed at Meeting on	Attended by	Final Approval by	Date Approved	Next Review Date
5.6.2014	R. Angell J. Malins		5.6.2014	5.6.2015

### Policy

Otters Nursery Schools maintain the highest standards to ensure the safety of every child in our care.

We implement procedures to ensure the safety of all children at all times, including a procedure for a child who is collected from nursery by an unknown or unauthorized person.

### Key Commitments

- We train our staff in the procedure to ensure that the safety of every child is paramount.
- We inform parents/carers of our procedures so that they will be reassured that their children will be properly cared for.
- Parents are asked to provide the following specific information before a child starts at the Nursery. This is recorded on our Registration Form and retained in the Child's Personal Detail File:
  - Home address and telephone number
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - 2 Emergency contact details with Names, addresses, telephone numbers.
  - Details of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent, including names, addresses, telephone numbers.
- Parents must specify who has parental responsibility for the child and provide information about any person who does not have legal access to the child. This information is retained in the Child's Personal Detail File.
- Information for Children's Personal Detail Files is regularly updated. Parents must inform us of changes immediately and are asked to check and confirm the information held by the nursery is up to date at the key person/parent meetings.
- Otters Nursery Schools implement and train staff in the Procedure for collection of a child using the Password System Procedure.

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- We inform parents/carers of our Password System Procedures so that, if they are unable to collect their child, they will be reassured that their children will only be collected by an authorized person.

### Staff Procedure

All members of staff must follow this procedure :

- Follow the Procedure for Registration.
- Follow the Procedure for Maintaining Childrens Personal Detail File
- Follow the procedure for Drop off & Collection of Children
- Maintain the Personal Details of your key children in your group.
- Know by sight who is authorized to collect the children in your group.
- If you do not recognize the person collecting a child you **must** refuse to allow the collection until their identity and parental permission is confirmed, even if the child recognizes the person.
- Do not allow entry into the nursery premises. If the person has accessed the nursery premises do not allow entry further than the internal security doors.
- Remove all the children including the child to be collected to a safe place, safely away from the person, ensure security doors and gates are secured and locked.
- Inform the Manager immediately.
- Politely explain to the person that their identity must be verified before collection of the child. All legitimate persons will fully co-operate and be understanding. Ask the person to remain outside the external or internal security doors whilst their identity is verified.
- Co-operate fully with any instructions and or advice issued by senior members of staff, the Manager and, if necessary, the Police.
- Every effort must be made to ensure that all children especially the child to be collected receives a high standard of care in order to cause as little distress as possible.
- If children or the child to be collected becomes agitated or distressed he/she must be reassured and comforted.

### Manager Procedure

The Manager must follow this procedure :

- Establish if they or a senior member of staff recognizes the person and can verify the identity of the person to establish that the person is authorized to collect the child.
- If they do not recognize the person collecting a child they **must** refuse to allow the collection. Even if the child recognizes the person.

If the identity of the person cannot be verified the Manager must:

- Alert all staff to the situation to ensure that the person does not gain access beyond the security doors and to be extra vigilant.
- Ensure that all children return inside the nursery premises and ensure all security doors are secured and locked at all times.
- Be the main point of contact for staff, the parent, a person attempting to collect the child.
- Contact the parent to obtain permission for the removal of the child.
- Implement the Password Collection System Procedure.
- The child must only be released when the parent has given authorization through the Password Collection System.

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If the parent does not or cannot give permission the child must not be released.

- If the identity of the person cannot be verified after the Password Collection System Procedure the Manager must:
- Explain politely to the person attempting the collection that they are not permitted to allow them to remove the child.
- Escort the person outside the perimeter security gates.
- Politely request that they leave the nursery premises.
- Ensure that the person leaves the nursery premises.

If the person refuses to leave the premises, becomes aggressive or violent or attempts an unauthorised removal of a child the Manager must :

- Call the Police on 999 to report the incident and request immediate assistance.
- Alert all staff to the situation, order all security doors to be secured and locked at all times.
- If a forcible attempt is made to remove a child, staff must physically prevent the removal only to the extent that neither they nor the child is in danger.
- Ensure that no person enters or exits the premises until the Police have arrived.
- Be the main point of contact for staff, parents and the Police.
- Inform the designated company Director R. Angell by phone.
- A designated designated company Director R. Angell will remain in contact with the Manager to offer support and guidance. He/she will travel to the setting .
- Follow the Safeguarding Procedure if it is a safeguarding issue.
- The Manager must inform Ofsted within 24 hours of the incident as a significant incident. Ofsted can be contacted on 0300 123 1231
- The Manager must write a report indicating dates, times and persons involved including the child, staff and outside agencies.
- Copies of the report must be retained in the Child's Personal Detail File, the Ofsted File and a copy sent to the designated company Director R. Angell.
- If the incident involves a particular child the Manager must follow the child's case and offer help and support to both any outside agencies and the child.

If a parent advises the Nursery that a named person must not collect a child (usually an estranged partner) using the procedure for Maintaining Childrens Personal Detail File the Manager must:

- Confirm that the person does not have a legal right to collect a child (biological parent/holds guardianship etc.).
- Follow the Procedure for Maintaining Children`s Personal Detail File
- Inform **all** staff .
- Inform key person and the Room Leader.
- Any person who is unauthorized to collect a child may not collect a child even if this is a parent.
- Any person who is unauthorized to collect a child may not collect a child and attempts to do so the Procedure for the attempted unauthorized removal of a child will be followed .

**Remember: If in doubt do not allow the removal of a child from the nursery premises. Be vigilant at all times.**

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**This procedure must be rigidly enforced because we are grossly lacking in care if we allow a child to be taken off the premises by a person we do not know or a person whom the parent has informed us is not to collect a child.**

