



**Policy:** Nursery and Pre-school Collection & Uncollected Child Policy

**Policy reference no:** 60

**Date:** September 2025

**Person responsible for policy:** Stephen Dean, Chief Executive Officer

**Authorised by:** Board of Trustees

**Review date:** December 2027

This Policy applies to all schools within the Primary QuEST Multi-Academy Trust. Primary QuEST is a Church of England Trust which seeks to ensure all pupils flourish, together in a supportive and caring environment.

### **Flourishing together through LIFE**

This Policy links to: The Early Years Foundation Stage (DfE 2025) Statutory Framework—Setting the standards for learning, development and care for children from birth to five.

#### **PERMISSION TO COLLECT**

- Upon admission to the Nursery, parents ARE REQUIRED to fully complete and sign a 'Permission to Collect' Form.
- The form lists the full details of up to FOUR people who they give the nursery permission to release their child to.
- The form includes name, relationship to the child, what the child knows them as and their contact telephone numbers.
- The form also requires photographs of each of the named individuals.
- The form is kept with the child's registration form in the Office (WH&BH), and a copy kept in each child's file.
- Children will ONLY be released to those persons named on the form.

#### **SPECIAL CIRCUMSTANCES—ADVANCE NOTICE**

- If a parent needs to authorise a person who is NOT listed on the form to collect their child from nursery, they are required to provide written permission prior to the time to collect.

#### **EMERGENCY ARRANGEMENTS – SHORT NOTICE**

- In the case of an emergency, parents must telephone the nursery with details of the emergency plan.

- Details of alternative Instructions are recorded by the staff member.

### **EXCEPTIONAL CIRCUMSTANCES**

- If, for some reason, a parent is denied access to their child or children by the Courts or Social Services then a copy of that 'Decision Notice' must be provided to the nursery.
- The parent with Guardianship must provide the nursery with a photograph and full details of the parent who is NOT permitted to collect the child from the nursery – this is placed in the Office.
- The photograph will be placed in their child's File as a 'Refusal to Collect' prompt.
- The Parent with responsibility for the child is, in these circumstances, required to keep the nursery fully informed of all developments with regard to arrangements relating to parental responsibility, guardianship, residency and access.
- The nursery pledges to do everything it can to prevent any unauthorised person from collecting a child from the nursery, however at all times the safety of the child, the other children and the staff will also be taken into account and physical restraint will not be employed.

### **CHILDREN NOT COLLECTED DURING THE COURSE OF THE NURSERY/PRESCHOOL DAY**

- Allow reasonable time after lunchtime collection times before contacting parents.
- Younger children may not be aware that they have not been collected at the correct time. Do not inform them if they are unaware, as this could alarm them.
- Reassure older children who are aware that they have not been collected at the correct time.
- Do not show the child that you are concerned in any way.
- Check with all staff members nothing was mentioned in the morning, e.g. an ill grandparent or a parent working away, or a parent travelling to a meeting away etc.
- Check all setting communication methods for any messages received.
- Check with the School Office for any messages or emails. Check no missed calls from parents could have occurred.
- Check the Child's Health File for any recently recorded family or personal difficulties.
- Allow approximately 10 minutes after the end of day collection as parents may have been delayed in traffic.
- Two members of staff are required to remain at the Nursery/Pre-school even if waiting for ONE child to be collected. One member of staff needs to make telephone calls and the other to comfort and entertain the child.
- Try all contacts listed on the Child's Permission to Collect Form.
- Try to contact any other of our nursery parents who we know are friends with the child's parents.
- Remember to provide snacks, drinks and reassurance to the child throughout the delay.

### **AMBER ALERT FROM 4pm**

- Use initiative to find out cause for parents' delay [i.e. Traffic incident on motorway or Weather conditions].

### **RED ALERT FROM 4:30pm**

- The Head Teacher/DSL/DDSL will call MASH [Multi-Agency Safeguarding Hub] or the (out of hours) Emergency Duty Team for practical assistance in the care of the child.
- The DSL/DDSL and/or/ 2 staff members cares for the child in setting until the child is safely collected either by the parents/persons listed on collection form, or by a social care worker.
- A full written report of the incident is recorded on CPOMS/on child's file.

### **COURTESY AND CONCERN**

- Despite the fact that staff may have experienced considerable concern and personal disruption when a parent is extremely late collecting their child; it is important staff continue to respect and extend courtesy and understanding to them in this difficult situation.
- The member of staff will then share their concerns with the Lead Practitioner and DSL who will lead any discussions or monitoring that is required in the future.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.