**COLLECTION / UNCOLLECTED OF CHILD POLICY AND PROCEDURE**

Docklands Day Nursery has an obligation to stay with any uncollected child at the end of the day, until that child is collected.

 In the event of this happening the Nursery staff will inform the Manager to ensure all procedures are taken into account.

We insist on 2 emergency contact numbers for all children. If parents are unable to provide us with 2 emergency contacts then one is sufficient enough as they may not have two trusting contacts.

The Nursery must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the Manager should check this description before permitting the child to leave.

 A record will be kept of all children who are not collected by the due time. This will note the dates, the time at which the child was collected, who collected the child and the reason given.

 If any child is not collected within a reasonable time Social Services have to be contacted in order to protect the child.

**LOST/MISSING CHILD PROCEDURE**

This very rarely happens but complacency is a hazard we must avoid at all costs. The welfare of the children in our care is paramount. EVERY member of staff has equal responsibility in ensuring the safety of the children within the nursery and knowing where they are at every point in time

 Prevention – Steps taken by Docklands Day Nursery

 The Docklands Day Nursery has many procedures to prevent a child becoming lost. These are listed below:

 On Docklands Day Nursery Premises:

 Security Doors are fitted to Main Entrances of the Day Nursery.

 Gate is secured when the children are in the garden or when entrance door from the garden is open.

 Sign/Sign out sheets and Registers are kept up to date at all times. .

 Staff will only open the Entrance door to known persons.

 Appropriate steps are taken to ensure that the premises and surrounding site is secure

 It is the responsibility of every member of staff to be aware of how many children are present and a quick head count takes place at intervals during each session.

 Key workers of new children always take extra care to be aware of their whereabouts and ensure they know the boundaries of where they can and cannot go. Parents are advised of our security procedures and will be given opportunity to discuss any concerns, particularly if their child has an adventurous nature.

 Parents are made aware of the need of supervision of children at all times especially of their responsibility to ensure their child’s arrival and departure is noted by a member of staff.

 Children are always counted before going out to play and again when they are lining up to come back indoors. A member of staff will always be at the end of the line to ensure no children are left outside.

**ON VISITS/OUTINGS**

 The Children Lists are given to Nursery Staff.

 Itinerary given to the Manager and Nursery Staff, which includes details of Venue and Departure and Arrival times and Staff members attending.

 Children are signed in and out by staff.

 Correct child to staff ratios is met at all times.

 Children are given one member of staff as their key worker whilst on the trip.

 Regular head counts take place during visits.

Procedure – in the unlikely event of a child becoming lost

Every care is taken to ensure our children are accounted for at all times. However, In the unlikely event of a child becoming lost, the following step-by-step procedure has been agreed by staff:

* The Manager/Officer or most senior member of staff at the time will take an

 immediate roll call of all children.

* If it is discovered that a child is unaccounted for then a full search of the nursery building, or the venue of visit/outing and its immediate surroundings will take place.

On no account will any other children be left unsupervised at any time.

 If after a thorough search it proves unsuccessful in establishing the whereabouts of a child, the emergency services and the parent/guardian will be contacted by the Manager.

 On the arrival of the emergency services the child’s parent/guardian, the manager will be responsible for appraising them of all information in respect to the missing child and what action has been taken. Once the situation has been resolved an internal investigation will take place to examine how it occurred and to put immediate measures in place to ensure it does not happen again.