

Non Collection or Non Arrival of Child Policy

EYFS Requirement: "The provider must take necessary steps to safeguard & promote the welfare of children".

Our normal procedure is to release your child only to his/her parents, or someone else who parents designate. We must be made aware of any changes to the usual arrangements ahead of time, a written note in your child's Daily Diary or Communication Booklet on the day is fine if this person is on the list of people who are authorised to pick up your child. Children will only be released into the care of authorised adults there will be no exceptions. This is again particularly important if parents separate and custody or access arrangements change.

We will not under any circumstances allow anyone under the age of 18 to collect children unless the child is the parent of a child they are collecting.

It is important that we are informed of anyone, besides named parents/guardians, who are authorised by yourselves to collect your child. When your child starts at Grafton Childcare you will be supplied with a set of Parental Permission Forms to complete. One of these is the sheet "**Parental contact details - Who can collect child**". On this sheet we ask you to indicate in order of Contact Priority who we should contact in an emergency or when usual agreed collection arrangements are not available. It is always best that we meet your child's Emergency Contacts before they come to collect your child for the 1st time, however we understand that this may not always be possible. In order that we are sure that we are handing over your child to the correct authorised Emergency Contact, we ask that you supply us with photo ID for each of your Emergency Contacts you can email your photos to denise.tupman@inbox.com if that is easier & we will attach them to the sheet "**Parental contact details - Who can collect child**", a sample of this sheet can be viewed at the end of this policy for your information.

Please inform emergency contacts, or other people designated to pick up your child, that if we do not know them or a member of staff does not recognise them, then we will need to ask for photo identification. We do not mean to offend them. This is simply a measure taken for your child's protection.

Should an adult arrive to collect a child who is not listed on the "**Parental contact details - Who can collect child**" form, or you have not notified us in writing via your child's Daily Diary, Communication Booklet or by email we will endeavour to contact either parent to make them aware of the situation, but we will not allow the adult to collect your child.

If we are unable to contact either parent and it is more than 30 minutes later than your normal collection time and we have not heard from either parent to make us aware of any delay or change in collection plans for that day we shall begin to contact the emergency contacts on your list.

If none are available to collect your child we will then contact the duty Social Worker from the Devon Multi Agency Safeguarding Hub (MASH) and ask them to make a judgement on what should happen to your child. An incident form will be completed, copies of which will be sent to MASH & Ofsted a copy will be held on the premises in your child's Safeguarding

Folder. We reserve the right to charge for late collections as per the terms and conditions of your childcare contract.

We follow the same procedure if we are contracted to have a child and for some reason on a particular day they do not arrive and we have not been made aware that the child was arriving later or not attending on that particular day. An incident form may be completed, copies of which may be sent to MASH & Ofsted, if we have safeguarding concerns about your child. A copy may also be held on the premises in your child's Safeguarding Folder. Full contracted childcare fees will be charged for non attendance as per the terms and conditions of your contract.

Parental contact details

PLEASE PRINT, USE ONE FORM PER SIBLING

Full name of child											
Address											
With which of the named parents below does the child normally live with if the parents normally live apart?						Parent (1)	Yes	()	No	()	
						Parent (2)	Yes	()	No	()	
Full Name Parent (1)					Full Name Parent (2)						
Address Including Postcode					Address Including Postcode						
Place of Work or College Address Including Postcode					Place of Work or College Address Including Postcode						
Daytime tel no. home					Daytime tel no. home						
work					work						
mobile					mobile						
Evening tel no. home					Evening tel no. home						
work					work						
mobile					mobile						
Emergency contacts: should Parent(s) be unavailable all Emergency contacts should be listed on the Who can collect child priority page.											
Does Parent (1) have legal contact with this child?					Does Parent (2) have legal contact with this child?						
Tick box to indicate		Yes	()	No	()	Tick box to indicate		Yes	()	No	()
Does Parent (1) hold a court order relating to this child?					Does Parent (2) hold a court order relating to this child?						
Tick box to indicate		Yes	()	No	()	Tick box to indicate		Yes	()	No	()
Does Parent (1) have parental responsibility for this child? Please supply a copy of your child's full birth certificate; a parental responsibility order or parental responsibility agreement as evidence to be kept on file					Does Parent (2) have parental responsibility for this child? Please supply a copy of your child's full birth certificate; a parental responsibility order or parental responsibility agreement as evidence to be kept on file						
Tick box to indicate		Yes	()	No	()	Tick box to indicate		Yes	()	No	()
Signed by Parent/Guardian (1)		1						Date			
Signed by Parent/Guardian (2)		2						Date			

Parental contact details - Who can collect child, Emergency ID Photos

PLEASE PRINT, USE ONE FORM PER SIBLING

Full name of child

It is important that we are informed of anyone, besides named parents/guardians, who are authorised by yourselves to collect your child. Please indicate below in order of Contact Priority who we should contact in an emergency or when usual agreed collection arrangements are not available. It is always best that we meet your child's Emergency Contacts before they come to collect your child for the 1st time, however we understand that this may not always be possible. In order that we are sure that we are handing over your child to the correct authorised Emergency Contact, we require that you supply us with photo ID for each of your Emergency Contacts you can email your photos to denise.tupman@inbox.com if that is easier & we will attach them below.

Other adults authorised to collect this child, **NOT** including parents

Name	Contact priority	1	Tel No.
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Passport/ID of Contact Priority No 1. You can email a photo to denise.tupman@inbox.com if that is easier for you & we will print it out & attach it here.	Relationship to child Please state how related to the child Mother, Father, Step-parent, Other Relative, Other Family Member, Foster Parent, Neighbour, Carer, Social Worker, Other etc.				
	Does this person have parental responsibility for this child? <table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
	Yes	()	No	()	
Does this person hold a court order relating to this child? If you would like this person to use a Password as an additional level of security when they collect your child. Please add it here, thank you. _____	<table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
Yes	()	No	()		

Name	Contact priority	2	Tel No.
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Passport/ID of Contact Priority No 2. You can email a photo to denise.tupman@inbox.com if that is easier for you & we will print it out & attach it here.	Relationship to child Please state how related to the child Mother, Father, Step-parent, Other Relative, Other Family Member, Foster Parent, Neighbour, Carer, Social Worker, Other etc.				
	Does this person have parental responsibility for this child? <table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
	Yes	()	No	()	
Does this person hold a court order relating to this child? If you would like this person to use a Password as an additional level of security when they collect your child. Please add it here, thank you. _____	<table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
Yes	()	No	()		

Name	Contact priority	3	Tel No.
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Passport/ID of Contact Priority No 3. You can email a photo to denise.tupman@inbox.com if that is easier for you & we will print it out & attach it here.	Relationship to child Please state how related to the child Mother, Father, Step-parent, Other Relative, Other Family Member, Foster Parent, Neighbour, Carer, Social Worker, Other etc.				
	Does this person have parental responsibility for this child? <table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
	Yes	()	No	()	
Does this person hold a court order relating to this child? If you would like this person to use a Password as an additional level of security when they collect your child. Please add it here, thank you. _____	<table border="1"> <tr> <td>Yes</td> <td>()</td> <td>No</td> <td>()</td> </tr> </table>	Yes	()	No	()
Yes	()	No	()		

Signed by Parent/Guardian (1)	1	Date
Signed by Parent/Guardian (2)	2	Date

Parental contact details - Court Orders Preventing Collection of a Child

PLEASE PRINT, USE ONE FORM PER SIBLING

Full name of child

In order that we are sure that we are handing over your child to the correct person, when both parents are authorised to collect your child but one works away or will not often be available to collect your child or we have not yet met them we will also require a photo ID of that parent, thank you. It is always best that we meet both parents before they come to collect their child for the 1st time, however we understand that this may not always be possible. In order that we are sure that we are handing over your child to the correct authorised parent, we require that you supply us with photo ID for any authorised parent we have not previously met, you can email your photos to denise.tupman@inbox.com if that is easier & we will attach them below.

Please include details here of any authorised parent, whom Grafton Childcare have not met before

Name

Tel No.

Passport/ID of Parent
You can email a photo to denise.tupman@inbox.com if that is easier for you & we will print it out & attach it here.

Relationship to child Please state how you are related to the child, please circle to indicate:- Mother, Father, Step-mother, Step-father.

Does this person have parental responsibility for this child?

Yes

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No

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Does this person hold a court order relating to this child?
If you would like this person to use a Password as an additional level of security when they collect your child. Please add it here, thank you. _____

Yes

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No

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Please include details here of any persons who are **NOT** authorised, to collect your child from Grafton Childcare because there may be a Court Order in place preventing them from doing so.

It is important that we are informed of any persons who have a court order in place preventing them from collecting your child. We do appreciate that it is expensive to purchase ID/Passport Photos, we are happy for you to complete this form and then email the required ID/Passport style photos to Grafton Childcare, which we can then print and attach to the form below. If there is a Court Order in place preventing a person from collecting your child, we will require a copy of the order to hold in your child's file, thank you.

Name

Tel No.

Passport/ID of Person NOT AUTHORISED TO COLLECT
You can email a photo to denise.tupman@inbox.com if that is easier for you & we will print it out & attach it here.

Relationship to child Please state how they are related to the child, please circle to indicate:- Mother, Father, Step-mother, Step-father.

Does this person have parental responsibility for this child?

Yes

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No

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Is there a court order in place relating to this child, preventing the person named above from collecting this child?
Have you supplied Grafton Childcare with a copy of any written evidence to substantiate your claim that this person is not authorised to collect this child. If the person can prove this court order is no longer valid and they have parental responsibility we cannot withhold your child.

Yes

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No

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Signed by Parent/Guardian (1)

1

Date

Signed by Parent/Guardian (2)

2

Date