



## Uncollected Child

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the Nursery puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers who have legal/parental responsibility of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping safe 1.4 Health and well-being	2.2 Parents as partners	3.4 The wider context	

### Procedures

- Parents of children starting at the Nursery are asked to provide the following specific information which is recorded on our Registration Form and Parent Contract:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the Nursery, for example a childminder or grandparent.
  - Details of who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child by using a password system.

- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our safeguarding and child protection procedures in the event that their child is not collected from the Nursery by an authorised adult within one hour after the Nursery has closed and staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - The child's file is checked for any information about changes to the normal collection routines.
  - If no information is available, parents/carers who have legal responsibility for the child are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the Nursery – and whose telephone numbers are recorded on the Registration Form and Parent Contract – are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form and Parent Contract or in their file.
  - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we contact the local authority children's social care team.
  - The child stays at the Nursery in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
  - Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances do staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the incident record book.
- Depending on circumstances, we reserve the right to charge parents if there is a late collection after 6:10pm. The late collection fee is £20 for every 20 minutes a child has not been collected. This is used to cover additional staffing costs.
- Ofsted may be informed on advice from the Social Care Team.

**Useful Pre-school Learning Alliance publications**

- Safeguarding Children (2010)
- Child protection record (2005)

This policy was adopted on:

04 August 2011

Date to be reviewed by:

31 August 2012

Signed on behalf of the Management Committee:

Signatory Name:

Lisa Kennedy