

UNCOLLECTED CHILD:

POLICY STATEMENT:

In the event that a child is not collected by an authorized adult at the end of a day/session, 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 of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will properly be cared for.

PROCEDURES:

Parents of children starting at the nursery are asked to provide the following specific information which is recorded on our registration form:

- Home address and telephone number – if parents do not have a phone, an alternative number must be given, perhaps friend or close relative.
- Phone number of work
- Mobile number (if applicable)
- Email address
- Names, addresses, telephone numbers and signatures of adults who are authorized by the parent/carer to pick their child from the nursery, e.g. grandparent
- Who has parental responsibility for that child.
- Information about any person who does not have legal access to the child.
- This information is stored on family.

On occasions when parents are aware that they will not be at home or in their usual place of work, they are to inform us in person or via telephone, and how they may be contacted.

On occasions when parents or persons normally authorized to collect the child are not able to collect the child, they provide us with details of the name who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, and a password given by the parents for them confirm with us. This is recorded in our password book whereby staff, write all the information, name of person collecting, relationship to child, who took password, & staff sign once password is taken.

Parents are informed that if they are unable to collect as planned, they must inform us so we can make the necessary arrangements.

We inform parents that we apply our child protection procedures as set out the child protection policy in the event that their children are not collected from the nursery by an authorized adult within an hour after the nursery has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the allocated time given by parents, we follow these procedures:

1. The child's file is checked for any information about changes to the normal collection routines.
2. If no information is available, parents/carers are contacted at home or at work.



3. If this is unsuccessful, the adults who are authorized by the parent to collect their child from the nursery are contacted.
4. All reasonable attempts are made to contact the parents or nominated carers.
5. The child does not leave the premises with anyone other than those named on the registration form or in their file.
6. If no one collects the child after an hour and there is no-one who can be contacted to collect the child, we apply procedures for uncollected children.
7. We contact our local authority children's social services care team.
8. The child stays at the nursery in the care of two fully-vetted staff until the child is safely collected either by the parents or by social care worker.
9. 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.
10. Under no circumstances do the staff 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 child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

OFSTED may be informed: 0300 1231231

EYFS Key themes and commitments:

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	

This policy was adopted on 13/10/20 Reviewed on: 13/10/21, 20/08/2022, 20/10/23

Signed by Manager/Owner: Anna Bevan