Uncollected Child Policy

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting 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 be properly cared for.

Procedures

Information collected on registration at the nursery

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number.
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting.
  - Who has parental responsibility for the child?
  - Information about any person who does not have legal access to the child.

Procedures for changes in usual collection arrangements

- 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 including aa 'password'.
- Parents are informed that if they are not able to collect the child as planned, they must inform us as soon as possible.

If a child is not collected from Nursery

- The child's file and nursery diary are checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers 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 setting are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone who has not been authorised by the parents to collect the child.
- If no-one collects the child after one hour following the nursery closure and there is no-one who can be contacted to collect the child, we will contact our local authority children's social services care team:

  _____ (telephone number)

  For full day care, this will be the out of hour's duty officer:

  _____ (telephone number)

- The child stays at the nursery in the care of two practitioners, (one of whom must be qualified and both of whom must have DBS checks) 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 child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may also be informed:
  0300 1231231 (telephone number)

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