



**Uncollected Children Policy**

**Rationale**

From time to time parents or carers may have difficulties in arriving at the end of the session to collect their children. This may happen for a variety of reasons and in isolated incidents the Nursery will always attempt to contact parents and care for the child until the parent can collect him/her.

However, in the event that a parent may not be contacted, or when a child is repeatedly uncollected, the Nursery must have procedures in place to support the child and parents.

**Aims**

- To ensure that a child is cared for appropriately in the event that no authorised adult is available to collect him/her
- To identify clearly for staff, parents and governors the procedures that will be followed in the event that a child is not collected
- To share procedures with adults, parents and carers

**Procedures**

- In the event that a child is not collected by an authorised adult, 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 child will be properly cared for.
- Parents of children at the setting are asked to provide specific information which is recorded on our Admissions Form, including:
  - Home address and telephone number
  - Place of work, address and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names, addresses and telephone numbers of adults who are authorised by parents to collect their child, for example grandparent or childminder
  - Information about any person who does not have legal access to the child
  - Who has parental responsibility for the child
  - Any change of contact details

Parents should be aware that only adults of 16 years and over are allowed to collect children.

In the event that a child is not collected at the end of the session we follow the set of procedures listed below:

- We will contact the parent/carer by telephone if parent is more than 15 minutes late
- If unable to contact parent/carer we will contact the named people who are authorized to collect the child
- If contact cannot be made with parent/carer or unauthorised person at the first attempt we will continue to call up to one hour after the agreed collection time
- If contact cannot be made with the parent/carer or authorised person Social Services will be contacted for advice
- Where the child has a named social worker, advice will be sought from them. If there is no allocated social worker, advice will be sought from the Duty Social Worker.
- All contact or attempted contact will be recorded

- Staff will ensure that the child's needs are met and they are not unduly worried.
- A full report of the incident is recorded on the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours.
- OFSTED may be informed (telephone : 08456 404040).

**We will, at all times, ensure the safety of the child and keep the likelihood of distress to the minimum.**

Presented to Governors:

Signature of Chair of Governors:

Proposed Review date: