

Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session we put into practice agreed procedures listed below. These ensure the child is cared for safely by two experienced and qualified members of staff who are known to the child, one of whom would be the Nursery Manager or the Deputy. The child will receive 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

- Parents of children starting at our Nursery are asked to provide the following specific information which is recorded at present on our Application Form, Registration Form, in the Child's file or in the Red Contact Book.
 - 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 - held in Red Contact Book in nursery cupboard
 - 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 our Nursery, for example a childminder or grandparent. Also see daily collection book at front of Nursery.
 - Who has parental responsibility for the child.

- Information about any person who does not have legal access to the child.- see Collection Permission Forms in Nursery Cupboard and also in the Child's file.
- 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 - see Daily Collection Book at front of Nursery
- 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 - see Collection book/ General Information Folder we agree with parents how to verify the identity of the person who is to collect their child. We request to meet this person in advance if at all possible or to see a photograph of them.
- Parents are asked to email a photo of the person collecting the child and set a password that will be used by the person collecting the child
- 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 - 07854843125.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from our Nursery by an authorised adult within one hour after the setting 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 session, we adopt the following procedures.
 - The Daily Collection Book is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted.
 - If this is unsuccessful, we will then contact the adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are in the Red Contact File.
 - All reasonable attempts are made to contact the parents or nominated carers.

- The child does not leave the premises with anyone other than those authorised to do so.
- If no-one collects the child after the Nursery has closed and there is no-one who can be contacted to collect the child, we apply the following procedures for an uncollected child.
- We contact our local authority children's social care team:

Local Social Workers -

01992 588757

Contact County Hall Social Services, Hertford

Furzefield Children's Centre

01707 850566

Outreach Co-ordinator

- The child stays at the Nursery in the care of two members of staff until the child is safely collected either by the parents or by a social 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 will 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:

Ofsted

0300 123 1231

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- Our local Early Years Learning Alliance office/Pre-school Development Worker may also be informed.

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This policy was adopted at a Management Committee meeting of Tilbury Nursery

Held on _____ (date)

Date to be reviewed _____ (date)

Signed on behalf of the Management

Committee

Name of signatory

Role of signatory