



Uncollected Child Policy

Policy Statement:

In the event that a child is not collected by an authorised adult at the end of a session, we will put into practice procedures outlined in the policy. These procedures 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 are aware that there may be an unexpected situation that may delay or prevent you from collecting your child. It is vital that you contact the nursery so we are able to reassure your child and make plans for staff to stay with them until either yourself or an emergency contact collects them.

IT IS VERY IMPORTANT AND YOUR RESPONSIBILITY TO ENSURE ALL CONTACT NUMBERS ARE UP TO DATE. CHANGES TO ANY OF THE INFORMATION HELD SHOULD GO DIRECTLY TO THE OFFICE.

If you are unable to collect your child:

- Let the staff know when you drop your child to nursery in the morning. If you discover that you are unable to collect your child and you have already left the nursery, please call the nursery to let us know.
- If the person collecting is familiar to the nursery and has been to the nursery and met the staff before, just their name and relation to the child is required. Staff will ensure that the message is passed onto all the staff in your child's room.
- If a parent is informing the nursery that a person unfamiliar to the setting or staff is to collect your child, the parent will be informed that nursery management will call them back on one of the numbers we have on file and issue them a password. Upon collection, that person will be required to give

the password before they are able to gain entry to the nursery and take your child off the premises.

IF YOU HAVE NOT GIVEN THE NURSERY PERMISSION FOR SOMEONE ELSE TO COLLECT YOUR CHILD, WE WILL NOT LET YOUR CHILD LEAVE THE NURSERY. IF SOMEONE DOES ARRIVE TO COLLECT YOUR CHILD AND WE HAVE NOT BEEN ADVISED OF THIS, WE WILL CALL YOU FOR CONFIRMATION.

If a child is not collected at the end of the session, we will follow the following procedure:

- Records/message books are checked for any information about changes to the normal collection routine.
- Parents are contacted at work or at home.
- If this is unsuccessful, the emergency contacts provided by the parent upon registration will be contacted.
- All reasonable attempts are made to contact the parents or emergency contacts.
- If the child is not collected after one hour and efforts to contact parents and other named persons, we will begin the procedure for uncollected children.

We will contact our local authority children's social care assessment team:

Duty social worker:

0208 359 4066

Out of hours contact:

0208 359 2000

The child will stay at the setting in the care of 2 members of staff until the child is safely collected either by parents or by a social care worker.

UNDER NO CIRCUMSTANCES WILL THE STAFF GO AND LOOK FOR PARENTS OR TAKE THE CHILD HOME WITH THEM.

The nursery closes at 6.30pm, please ensure you arrive with enough time to collect belongings and discuss your child's day with the staff. Depending on the

circumstances, we reserve the right to charge parents for the additional hours worked by staff, details of all charges can be found in the Terms and conditions on your registration form.

Policy Date: August 2021	Date to be reviewed: August 2022
Name of Signatory: Kristy Renshaw	Position: Manager
Signature:	<i>Signed on behalf of Apple Day Nursery</i>