



UNCOLLECTED CHILDREN

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we will put 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.

Registration Information

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 - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- 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 the setting, for example, a child-minder or grandparent.
- Names of who has parental responsibility for the child (parents on child's birth certificate)
- Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us of how they can be contacted.

When parents or the persons normally authorised to collect the child are not able to do so, parents must provide us with details of the name and telephone number of the person who will be collecting their child. We use a password / identification system to verify the identity of the person who is to collect their child.

We provide parents with our contact telephone number: 01242 533830.

The manager on duty or two fully vetted workers have an obligation to stay with any uncollected child at the end of the day until that child is collected by the parents, named authorised person or social services.

If no authorised person collects their child an hour after their session finishes and there is no-one who can be contacted to collect the child, we will apply the following procedure:

- The child's file is checked for any information about changes to the normal collection routines.

- All reasonable attempts are made to contact the parents or nominated carers.
 - The Nursery will not release the child to an unauthorised person unless an authorised person telephones the Nursery to inform them of this change. A password, name and picture identification of the person who will be collecting the child is then given to the Nursery.
 - We contact Richard Cross, Executive Head or Michelle Bareham, Head of School.
 - We then contact our local authority children's Social Services care team.
- 01452 614194 Emergency Duty Team
01452 426565 Gloucestershire Safeguarding Children Board
- Under no circumstances must staff go to look for the parent, nor should 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.