

Uncollected Child

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

Procedures

Parents are asked to provide the following information when their child starts attending our setting

- Home address.
- Telephone numbers; mobile, home and work.
- Name and telephone numbers of adults who are authorised by the parents to collect their child from the nursery
- Who has parental responsibility for the child
- Information about any person that does not have legal access to the child

When the parents or the persons normally authorised to collect the child are not able to do so, they will provide us details of the name and phone number of the person who will be collecting on that day.

- A password will be agreed with the person collecting and the nursery.
- If parents are not able to collect then they should phone the nursery and give us the relevant information for another adult to collect their child.

If a child is not collected at their expected time we will follow the procedures below.

- We contact parents on one of their contact numbers.
- If this is unsuccessful then we will contact a person from their list of emergency contact numbers.
- All reasonable attempts will be made to contact parents or nominated carers.
- The child must not leave the premises with anyone unless they are on the registration form or on the list of emergency contacts.

If no one is able to collect the child within one hour of their expected departure time we apply the following procedure for uncollected child.

- We contact the local authority children's social care team; 0300 555 1384 Or the out of hours duty officer 0300 555 1373
- The child will stay at the setting with two fully vetted staff, one of whom will be the manager or deputy until the child is safely collected by an authorised person or a social care worker.
- Under no circumstances will we leave the setting with the child.
- We will ensure the child does not get anxious and we do not discuss concerns in front of the child.
- A full written report of the incident will be recorded in the Childs file
- OFSTED should be informed' 0300 123 1231