

### Uncollected Child Policy

In the event that a child is not collected by an authorised adult at the end of a session/ day, the nurseries put into practice the agreed procedures. These ensure that 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 to cause as little distress as possible.

Parent/ carers of children starting at the nursery are asked to provide the following specific information which is recorded on the 'registration form' on our secure 'Nursery in a box' / Family systems.

- Home address and telephone number – if the parent/ carers 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 parent/ carers to collect their child from the setting, for example, a childminder or grandparent.
- Information about any person who does not have legal access to the child
- The people who have parental responsibility for the child

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

On occasions when the parent/ carer or the persons normally authorised to collect the child are not able to collect the child, they should provide us with written details of the name, address, and telephone number of the person who will be collecting their child. It is agreed with parents/ carers how this person will be verified.

Parents/ carers are made aware that if they are not able to collect the child as planned, they must inform us so that backup measure can be put into place. Parents/ carers should provide a contact number.

Parents/ carers are informed that the safeguarding policy will be adhered to in the event that their children are not collected from the setting by an authorised adult within one hour after the nursery has closed and the staff can no longer supervise the child on the premises.

**If a child is NOT collected at the end of the session/ day, the following procedures are carried out:**

- The child's file/nursery in a box is checked for any information about changes to the normal collection routines
- if no changes recorded, efforts are made to contact parents/ carers at home and/ or at work.
- If this is unsuccessful, the adults who are authorised by the parent/ carers to collect their child from nursery – and whose telephone numbers are recorded on the 'registration form' are contacted.
- All reasonable attempts are made to contact the parent/ carers.
- The child does NOT leave the premises with anyone other than those named on the 'Registration form', in their file or nursery in a box/ Family details.

## Springboard Nursery, Policies and Procedures



If the child has not been collected after one hour and attempts have failed in contacting the registered carers, the following procedures will be applied:

- The child stays at the nursery in the care of two fully vetted staff members until the child is safely collected either by the parents or by a social worker.
- Social care will aim to find the parent/ carer or relative if they are unable to do so, the child will become looked after by local authority.
- Under no circumstances do 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/chronology.
- Depending on circumstances, parent/ carers may be charged for the additional hours worked by our staff.
- Ofsted may be informed.

Parent/ carers will be asked on a regular basis, to check and confirm that their contact details are up to date.

All nursery staff will be required to read this policy in their induction and to comply with the contents of the policy. The policy will be kept in the policy folder and will be available for all staff to refer to at all times.

The implementation of the policy will be monitored by nursery staff on a day-to-day basis.

If incidences of non-compliance do occur, this will be dealt with on a case-by-case basis through performance management of staff. Any adverse incidents will be recorded and reviewed to ensure the policy is fit for purpose.

**This policy was implemented by Springboard Management Team: please note all policies and procedures will be reviewed on a yearly basis, unless there is a need to implement changes prior. Please note any updates and changes will be forwarded by email.**

Date: 01.09.2023