

Uncollected Child Policy



Policy Statement

At Freshlings Nursery the safety and wellbeing of all children is paramount, and we recognise that sometimes circumstances arise in which a child may not be collected from nursery or collected late which could cause the child some distress. We ensure that parents are reminded of our policy should the child remain in our care.

Procedure

In the event that a child is not collected by an authorised adult by their expected collection time the following procedures are to be followed. During this time the child will receive a high standard of care in order to cause as little distress as possible.

- A minimum of 3 members of staff are to stay with the child (if the building has been vacated). This ensures that there will always be a minimum of 2 members of staff with the child when phone calls are being made to the child's emergency contacts or if a member of staff needs to leave the room for any purpose.
- If the child has not been collected within 10 minutes of their session or the day finishing, then the parents/carers are to be called and messages are to be left on their phones if there is no answer.
- Failing to reach the parents/carers, the child's emergency contacts will be contacted; located in the child's file and if there is no answer, messages must be left with them. This must be repeated over the course of an hour. The child does not leave the premises with anyone other than those named on the registration form.
- The Manager is to be called to be informed and support given to those staff present.
- If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we will contact social services (Gateway) and inform them of the circumstances in order for them to arrange alternative care.

Gateway 01752 668000

The child will stay at the setting with two vetted members of staff, until the child is safely collected by either the parents or Children's, Young Peoples and Families Department. The Manager is to be called to be informed and to also support the staff who are involved. The staff members are required to keep the child as calm as possible and reassure them when needed. Under no circumstances must staff leave the setting with the child and staff will not discuss their concerns in front of the child. A full written report of the incident is to be kept in the child's file.

We reserve the right to charge parents a late collection fee.

It is important that all parents/carers are aware of this procedure and inform the nursery before collection time (if possible) if they are going to be late for any reason. If the child is being collected by a different person to normal then it is the responsibility of the parents/carers to inform the nursery staff of this and to follow the procedure of giving the staff the full name of the person that will be collecting their child and ensuring they bring identification with them on collection, as well as provide the already allocated password.