Uncollected Children Policy

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a nursery session/day, the Nursery will put into practice agreed procedures. These ensure that the child is cared for safely by experienced member/s of staff. We will ensure that the child receives a high standard of care to cause as little distress as possible.

## Procedures

Parents of children starting at the nursery are asked to provide specific information

which is recorded on our Registration Form, including:

* Home address and telephone number
* Place of work, address and telephone number
* Mobile telephone number
* Names, contact numbers and signatures of persons authorised by the parents to collect their child from nursery e.g. a childminder or grandparent

**If a child has not been collected**

**at the end of the session/day, we will follow the below procedures:**

* Check with the Nursery Manager/Deputy Manager/ Room Leader for any information about changes to the normal collection routines.
* If no information is available, parents/carers/will be contacted at home or at work.
* If this is unsuccessful, the adult/s who is/are authorised by the parents to collect their child from the nursery and whose signature/s is/are recorded on the Registration Form are contacted.
* All reasonable steps will be made to contact the parents/principal carers.
* The child will not leave the premises with anyone than those named on the Registration Form or as advised by the principal parent/carer.
* The Nursery Manager/Nursery Principal will be kept informed of the situation.
* If no-one collects the child after one hour and there is no one who can be contacted to collect the child, we will apply the procedures for uncollected children.
* If no one collects the child and the premises are closing so there is no longer staff available to care for the child we will contact the appropriate authority.
* We will contact our local authority Wiltshire County Council Social Services (Children Services)Department - Trowbridge/Bradford/Melksham Team: Tel: 0300 456 0108 or
* 0300 4560100 (Out of hours)
* The child will stay at nursery in the care of 1-2 fully vetted workers until the child is safely collected either by their parents or by the social care worker.
* A full written report of the incident will be recorded.
* Employees are reminded to always remain calm and reassuring towards the child.

## Please also refer to other relevant policies, such as:

* Collection of Children Policy
* Lost Child Policy
* Child Absence Policy & Procedure