

CHIDDINGSTONE NURSERY SCHOOL

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The Uncollected Child Policy

Written by	Jill McCoy
Ratified on behalf of Management Committee	January 2020
Date for Review	January 2021
Signed – Chair of Management Committee	
Signed – Nursery Leader	

This policy will be reviewed and ratified at least annually and/or following any updates to national and local guidance and procedures.

This policy has been impact assessed by Jill McCoy in order to ensure that it does not have an adverse effect on race, gender or disability equality.

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 puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, 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.

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 - 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 and telephone numbers of authorised adults to collect their child from the nursery, for example a childminder or grandparent; we also require this authorised adult to confirm personal details of the child they are collecting if not known to the nursery.
 - information regarding any person who does not have legal access to the child; and
 - who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
1. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Collection Book which is now situated in the red register holder outside the office.
 2. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how the identification of the person who is to collect their child will be verified and the parent informs the child who will be collecting them.
 3. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
 4. We also inform parents that - in the event that their children are not collected from nursery by an authorised adult and the staff can no longer supervise the child in our premises - we apply our safeguarding and child protection procedures as set out in our Safeguarding and Child Protection Policy.

5. The parent/carer is responsible for providing contact details of nursery to the authorised adult responsible for collection of the child.
6. If a child is not collected at the end of the session/day, we follow the following procedures:
 - the Collection Book is checked for any information about changes to the normal collection routines;
 - The nursery diary, nursery mobile, telephone answer machine, telephone message book and emails will be checked for messages about changes to collection.
 - the child's portfolio is checked for any information about changes to the normal collection routines.
 - if no information is available, parents/carers are contacted at home or at work;
 - if this is unsuccessful, the adults who are authorised by the parents to collect their child from the nursery - and whose telephone numbers are recorded on the Registration Form - are contacted;
 - all reasonable attempts are made to contact the parents or nominated carers, including contacting the village school if a sibling attends where a message may be left, especially if mobile telephone reception is poor in the playground area.
 - Nursery staff contact a member of the Management Committee so they are aware of the situation and parent may also be attempted to be contacted via the school office.
 - The child does not leave the nursery premises with anyone other than those named on the Registration Form and in the collection book or in their portfolio.
 - The child stays at the nursery in the care of two adults until the child is safely collected either by the parents or by a social worker.
 - A member of staff will be contacted to return to the nursery to ensure two adults are present until the child is collected.
 - No body under the age of 16 is allowed to collect a nursery child.
7. If the child has not been collected after a day session and the parent/carer gives verbal permission over the telephone to a member of staff for another parent to collect, the child will be released and a signature obtained in the late collection book now situated in the red register holder outside the office.
 - If the child is not collected, we cannot contact the parents and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children
 - for full day care we contact our local authority social services department (telephone 03000411111) or the out of hours duty office telephone 03000419191
 - Social Services will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
 - Under no circumstances will staff look for the parent, nor will they leave the premises or take the child home with them unless directed to do so by Social Services.
 - A full written report of the incident is recorded in the child's file.
 - We reserve the right to charge the parents for the additional hours worked by staff.
 - Ofsted may be informed (telephone 0300-1231231).