



Non-collection of Children policy

Aim

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

Procedure

- Parents of children starting at the setting are asked to provide specific information which is recorded on the Family app, including:
 - Parents' home address, home phone number, mobile number and email address.
 - Who has parental responsibility for the child.
 - Parents place of work telephone number (if applicable).
 - Names and telephone numbers of at least one other adult who is authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - A password to be used by anyone who staff have not met that is collecting the child.
 - Parents must inform the nursery if they are unable to collect their child at the end of their session and must make alternative arrangements for their child to be collected as soon as possible.

- If a child is not collected at the end of the session/day, the following procedures will be carried out:
 - A check 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, listed emergency contacts will be contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Family App given by parents.
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact our local authority Social Services department via the 'integrated front door' by calling 03000 411111 during office hours or 03000 419191 outside office hours.
 - The child stays at the setting in the care of two senior DBS checked members of staff until the child is safely collected either by the parents or by a social worker;
 - 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 are staff to 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.