Uncollected Child Policy

Statement of Intent

Little Monsters Day Nursery is committed to the safety and wellbeing of all children in our care. If a child is not collected at the end of a session or day by an authorised adult, we follow agreed procedures to ensure that the child is cared for safely and with sensitivity.

We aim to reassure parents and carers that their children will be supported and kept safe until they can be collected, while minimising distress for the child.

Aims

This policy aims to:

- Safeguard children who are not collected on time.
- Ensure children remain safe under the supervision of trained staff.
- Maintain clear communication with parents, carers, and relevant authorities.
- Ensure staff follow consistent procedures.

Parental Responsibilities

Parents/carers must provide the following information on registration:

- Home address and telephone number (or alternative contact if unavailable).
- Work and mobile telephone numbers (if applicable).
- Names and contact numbers of authorised adults permitted to collect the child.
- Details of anyone who does **not** have legal access to the child.
- Any planned changes to collection routines, in writing.

Parents are also asked to:

- Notify the nursery if they will be delayed or unable to collect their child.
- Provide written consent and verification procedures if someone other than the usual authorised adult will collect their child.

Procedures for Uncollected Children

If a child is not collected at the end of a session/day:

1. Staff check the child's records for any information about changes to collection routines.
2. Parents/carers are contacted immediately (home, work, or mobile).
3. If contact cannot be made, staff contact other adults authorised to collect the child.
4. The child **does not leave the premises** with anyone not authorised.
5. All reasonable efforts are made to contact parents or carers.

After One Hour

If no authorised adult can be contacted **one hour after the setting closes**:

1. The child remains at the setting under the care of **two qualified and DBS-checked staff**.
2. The Manager contacts the local authority children's social care team:
    - **Daytime:** 0300 555 1384
    - **Out of hours:** 0300 555 1373
3. Social care will locate the parents or a relative. If this is not possible, the child may become looked after by the local authority.
4. Staff **do not** take the child home or go searching for the parent.
5. The incident is recorded in the child's file, including details of contacts made and actions taken.
6. **Ofsted** may be informed: 0300 123 1231
7. The nursery reserves the right to charge for additional hours worked by staff due to late collection.

Responsibilities

Manager

- Ensures staff are aware of this policy and follow procedures.
- Maintains up-to-date emergency contact information for all children.
- Liaises with social care and other authorities as required.

Staff

- Always supervise the child.
- Follow contact procedures in a calm and professional manner.
- Record all actions taken in the child's file.

Parents/Carers

- Provide up-to-date contact details.
- Inform the nursery of any changes to collection arrangements.

- Ensure that authorised adults collect children promptly.

Monitoring and Review

- This policy is reviewed annually or following any incident.
- Staff are trained in procedures for uncollected children.
- Feedback from parents and staff is considered to improve practice.

Policy Adoption

Name of Setting: Little Monsters Day Nursery
Date Adopted:
Signed: _____
Role of Signatory: Manager