



# Uncollected Child Policy

Approved by:	Becky Wood	Date: 1 September 2025
Last reviewed on:	1 September 2024	
Next review due by:	1 September 2026	

## **Policy statement**

The Nursery has a duty to the safety of all the children in their care and this covers the collection of children and the safety of those children in the event of a parent / carer failing to pick up a child.

At the end of a session, Nursery staff will ensure that all children are passed over to the safety of their parents or carers. If for some reason a parent or carer fails to pick up a child at the correct time the procedure below will be put into place. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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.

Parents of children starting at the school are asked to provide the following specific information which is recorded on an admission form:

- 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.
- names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from school, for example a childminder or grandparent, along with a password provided by the parents
- who has parental responsibility for the child
- information about any person who does not have legal access to the child

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, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.

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.

We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from school by an authorised adult within one hour after the session has finished and the staff can no longer supervise the child on our premises.

### **If a child is not collected at the end of the session, we follow the following procedures:**

- the 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 school and who's telephone numbers are recorded on the Registration Form - are 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 Registration Form or in their file
- 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 children's social services care team: FIRST CONTACT on 03000 267 979
- the child stays at school in the care of two members of staff until the child is safely collected either by the parents or by a social care worker
- Social Care will aim to find the parent or relative, but if they are unable to do so, the child will become looked after by the local authority
- under no circumstances do staff go to look for the parent, nor do they take the child home with them
- a full written report of the incident is recorded and kept in the 'Safeguarding Children' file
- depending on circumstances, we reserve the right to charge parents for the additional time
- Ofsted may be informed: **0300 123 1231**

Incidents of late collection will be recorded by the Headteacher or key person and discussed with parents or carers at the earliest possible convenience to all parties.

At no point throughout this course of action will a child be made aware of the situation. He / she will continue to be looked after by qualified, familiar staff in the appropriate room.