



Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the nursery puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner, well 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.

Procedures

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number
- Place of work, address and telephone number (if applicable)
- Mobile telephone number
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the nursery, for example a childminder or grandparent
- At least 2 emergency contact numbers
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child.

On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they inform us how they can be contacted.

On occasions when parents/carers (or the persons normally authorised to collect their child) are not able to, they provide us with the name and description of the person collecting their child. We agree with parents how to verify the identity of the new person collecting by using a password system.

Parents are informed that if they are not able to collect the child as planned, they must notify the nursery as soon as possible so that we can begin to take back-up measures. We provide parents with our contact telephone number.

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

- The child's file is checked for any information about changes to the normal collection routines.

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- 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 setting, and whose 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 no authorised person can be contacted to collect the child, we apply the procedures for uncollected children as follows:

- We contact our local authority children's social services care team.
- The child stays at the setting in the care of two members of staff until the child is safely collected either by an authorised person or by a social care worker.
- We will verify the identity of the social care workers who arrive to collect a child.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- An incident report is completed.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Social Care Telephone: 0808 800 4005 - (Customer First)

Signed for and on behalf of Foxglove Violet Hill

Lindsey Harvey (Principal) :

Date :

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