1.4 Uncollected child

Policy statement

If a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care 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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration 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 (if applicable).
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing (via email where possible) of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, cannot collect the child, they provide us with a written password that is given to the person who is to collect their child.
- Parents are informed that if they cannot collect the child as planned, they must inform us so that we can begin to take back-up measures.

- Our contact telephone numbers are:

Blackheath - 07549 551530

Kidbrooke Park - 07565 690739

- If a child is not collected at their expected collection time, we follow the procedures below:
  - The child's file 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 - 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 within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact the local authority children's social care team:
    If the children's social care team is unavailable, or as our local authority advise, we will contact the local police.

    Greenwich Multi -Agency Safeguarding Hub (MASH) 020 8921 2267
    Or the out of hours duty officer on: 020 8854 8888
  - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - The child stays at the setting in the care of two of our fully vetted workers, one of whom will be the manager until the child is safely collected either by the parents or by a social care worker or by another person specified by social care.
  - Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
  - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
  - We ensure that the child is not anxious and we do not discuss our concerns in front of them.
  - A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed: 0300 123 1231

This policy was adopted by	The Woodland Nursery
Date to be reviewed	October 2027
Signed on behalf of the provider	T Paskins
Role of signatory (e.g. chair, director or owner)	Nursery Owner