



Safeguarding children

1.6 Uncollected child policy and procedures

Policy statement

If a child is not collected by an authorised adult at the end of a session we ensure that the child experiences as little distress as possible. Parents can also be reassured that their child will be properly cared for by (at least) two qualified practitioners who are known to the child.

Our procedure when parents are late

- If a parent is unavoidably delayed they must contact the nursery as early as possible to say that they will be late. They must also make alternative arrangements for the pick-up of the child.
- When parents or those authorised to collect the child are not able to pick-up, parents must provide us with the name and physical description of the adult (i.e. they must be over 16) who will be collecting their child. Parents must also tell this person the password so that they can give it to us on the door.
- If parents know they won't be available on their normal contacts they must inform us in writing of how they can be contacted.
- If parents don't pick-up by the end of a session and we haven't heard from them we will contact them, or their emergency contacts, using the information recorded on the child's Registration Form.
- The information recorded on a child's Registration Form includes:
 - Home address and preferred contact telephone numbers, including mobiles.
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, i.e. a childminder or grandparent.
 - Information on who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
 - A password. This will be asked for by nursery staff when an adult other than parents collect the child.
- While we wait for the parent the child is cared for at the setting by two qualified practitioners.
- The child will not leave the premises with anyone other than those adults who are known to us as authorised collectors (in line with our 'Collection of Child Policy – Authorised Adult').
- An additional fee will be added to the parents' next bill to cover the extra time staff have spent caring for their child.



Procedure when a parent is more than an hour late

In the event that a child is not collected by an authorised adult within an hour of a session finishing we will invoke the following procedures (in keeping with our child protection procedures as set out in our Safeguarding Children and Child Protection Policy):

- We will make one further attempt to contact an adult authorised to collect the child by calling all the phone numbers for parents and emergency contacts that the parent has given us on their Registration Form. (These numbers will have been called regularly from the close of the session.)
- If we cannot contact an authorised adult, or if the child cannot be collected immediately, the nursery's Safeguarding Lead will be informed, who will in turn contact ESCC's Children's Social Care, Duty & Assessment Team.
- The Social Care Team will try to contact the parent or a relative. **If they are unable to do so, the child will be taken into the care of the Social Care Team.**
- Under no circumstances will staff go to look for the parent or take the child home with them.
- Two qualified members of staff will be on the premises at all times until the child is collected by the parents or by a social care worker.
- A full written report of the incident is recorded in the child's file. The report may be sent to Ofsted.

Persistent lateness

Persistent lateness will result in the following steps being taken:

1. The parents will receive a verbal warning from the Manager and charged additional fees to cover the time staff have spent looking after their child.
2. The parents will receive a written warning from the Directors and charged additional fees to cover the time staff have spent looking after their child.
3. A report will be made to ESCC's Children's Social Care, Duty & Assessment Team.

This policy was updated and reviewed in:

Reviewed date	Name	Signature
September 2015	Stuart Watt	
May 2016	Stuart Watt	
August 2016	Stuart Watt	
September 2016	Stuart Watt	
April 2017	Stuart Watt	
April 2018	Lindy Baldwin	
August 2018	Lindy Baldwin	
April 2019	Lindy Baldwin	
May 2019	Stuart Watt	
January 2020	Stuart Watt	
January 2021	Stuart Watt	

January 2022	Stuart Watt	
March 2023	Stuart Watt	