

Late collection and uncollected child

If a child is not collected by an authorised adult at the end of their session, staff at Desmond Anderson Nursery put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

A parent who has 'parental responsibility' of a child starting at the nursery is asked to provide the following specific information, which is recorded on our Child Information Form:

- Home address and contact telephone number(s)
 - Emergency contact telephone numbers
 - Work contact telephone number (and extension), where applicable
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
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- On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform us verbally on the day, and confirm by email, how they can be contacted or who the alternative contact should be. This information is then passed on to the necessary staff.
 - On occasions when parents, or their nominated person, are not able to collect the child. The parent must provide us with details of the name and contact 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 and use a password.
 - If the parent or named person due to collect a child is delayed, they are required to contact the nursery as soon as possible and give an expected time of collection. If the delay is likely to be over 30 minutes, staff will ask the parent for an alternative named person to collect.
 - We inform parents that we apply our child protection procedures if their child is not collected from the setting by an authorised adult within 30 minutes of the child's session ending.
 - If a child is not collected at the end of their session, we follow the following procedures:

- The child's file and sessions are checked for any information about changes to the normal collection routines.
- If no information is available, the parent or carer will be 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 Child Information 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 Child Information Form or any other nominated person, whose identity can be verified.
- If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for Uncollected Child.
- We contact the Multi-Agency Safeguarding Hub (MASH): 01403 229900
- The child stays at the nursery in the care of one senior member of staff and one other, 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 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.
- Under no circumstances do staff drive children home nor do they take the child home with them.
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- A full written report of the incident is recorded in the child's file.
- Ofsted may be informed, via the Nursery Leader or Academy Principal.
- Depending on circumstances, we reserve the right to charge parents for the additional time. Please see our Free Entitlement, Fees, Payments and Refunds policy.

This policy was written by: Ann Agg – Nursery Leader
and implemented by: Desmond Anderson Primary Academy
 Desmond Anderson Nursery

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Name of signatory Clare Hoggan
Role of signatory Chair of Local Board