



## **Plymouth Nursery Schools Federation**

### **Uncollected Child Policy**

#### **Policy statement:**

In the event that a child is not collected by an authorised adult by their expected collection time, we will put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

We will 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. This information is recorded on their 'Registration Form' and kept securely in the child's file:

- Home address and telephone number (if the parents do not have a telephone, an alternative number must be given).
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if 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.
- Who has parental responsibility for the child.
- Information about any person(s) who do not have legal access to the child and may be considered to be a risk by trying to pick up the child.
- The chosen password for their child.

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

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they will provide us with details of the name and contact number of the person who will be collecting their child. We will follow our safeguarding procedures and ensure that the person collecting has photographic identification and knows the child's allocated password.

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 appropriate measures. Our contact telephone numbers are:

**Ham Drive Nursery School and Day Care**

- Main office (8.00am -4.00pm) 01752 366389

**Plym Bridge Nursery School and Day Care**

- Main office (8.30am - 4.30pm): 01752 786444
- Out of hours (7.45am-8.30am and 4.30pm-6.15pm): 07871778644 or 07732694727

If a child is not collected at their expected collection time, we will follow the procedures below:

- The child's file and Office 'message book' are 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.
- Staff will ensure that the child will not leave the premises with anyone other than those named on the Registration Form.
- If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we will apply the procedures for uncollected children.
- We will contact the Plymouth Gateway on 01752 307160 (out of hours 346784) or the 'out of hours' Social Care Duty Officer (where applicable): 01752 346984

- The child will stay at the setting until they are safely collected, either by the parents, an authorised person 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 will we go to look for the parent, nor leave the setting premises with the child.
- We will ensure that the child is not anxious and we will 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, in line with contracted terms and conditions.
- Where appropriate, Ofsted will be informed: 020 7421 6800

**Related policies:**

Safeguarding

I can confirm that the governors of **PLYMOUTH NURSERY SCHOOLS FEDERATION: HAM DRIVE NURSERY SCHOOL AND DAY CARE AND PLYM BRIDGE NURSERY SCHOOL AND DAY CARE** have adopted this policy as their own.

Signed: Chair of Governors

Date: 18<sup>th</sup> November 2020

Policy review schedule: 3 yearly.

This policy will next be reviewed: November 2023.