Fledglings Day Nursery

# Uncollected Child Policy

Date Reviewed: August 2023

Review Due: August 2024

Reviewed by: Miss A West

## 1 Introduction

The revised EYFS (Sept 2014) requires that all children should be kept safe and their emotional well-being appropriately supported. Where situations arise of children being uncollected by parents/carers at the end of a session, sensitive handling is required, as this can become a stressful situation for children.

## 2 Aims and objectives

This policy aims to ensure that all parents/carers and early years staff at the school/setting understand the steps that are to be followed where a child remains uncollected.

The objective of the policy is to ensure consistent practice by all staff where children remain uncollected.

## 3 Uncollected children

Steps are taken on an ongoing basis to prevent, where possible, any incident of a child not being collected.

**3.1** To achieve this we will advise parents/carers of the following:

* the times the school/setting operates and the time their child should be collected;
* it is necessary to leave a reasonable time for their journey making allowances for traffic conditions.

**3.2** As well as this we will collect and maintain the following updated information:

* parents’/carers’ contact numbers at work and home: mobile and landlines;
* alternative contact numbers for emergency use;
* contact details of our school/setting.

**3.3** In the event of a child not being collected on time we will:

* contact the parent/carer depending on circumstances. After 15 minutes of a child not being collected we will contact the parent/carer. If we are unable to make contact with them we will use the alternative telephone number/emergency number on the child’s registration form;
* ensure that at least one familiar member of staff will be with the child at all times to minimise any upset or distress;
* find a suitable and safe environment for the child to wait, while we continue to attempt to make contact with parents/carers or emergency persons;
* contact social services. After an hour of a child being uncollected, and with appropriate discretion, the school will contact appropriate authorities. This is a last resort. If we fail to make contact with parents/carers or alternative/emergency persons then we need to contact social serviced to arrange suitable interim care for the child;
* share all parent/carer contact details with social services. This occurs only once the child is in the care of social services. If possible we will leave a message for the parent/carers on their phone informing them of the situation.

**3.4** We will put into practice the above procedures which will ensure the child is cared for safely by an experienced and qualified EYFS practitioner who is known to the child. This ensures that the child receives a high standard of care in order to cause as little distress as possible.

**3.5** We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will know to contact the school/setting and be reassured that their children will be properly cared for. When a situation of an uncollected child occurs we will complete an incident report.

**3.6** We will record both the quantity and time of attempts to contact the parents/carers or alternative/emergency number and how long we waited. This information may be requested by social services at a later point.

## 4 Supporting procedures

## Provision of information - Parents/carers of children starting at the school/setting are asked to provide the following specific information, which is recorded on our registration form:

* home address and telephone number: if the parents/carers 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, telephone numbers and signatures of adults who are authorised by the parents/carers to collect their child from the school/setting, for example a childminder or grandparent who has parental responsibility for the child;
* information about any persons who do not have legal access to the child.

**4.1** On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they must provide us with the name of the person who will be collecting the child. We agree with parents/carers to have a password system in place to verify the identity of the person who is to collect their child.

**4.2** Parents/carers 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 back-up measures.

**4.3** We inform parents/carers that we apply the procedures as set out in this policy in the event that their child is not collected by an authorised adult within one hour after the school/setting has closed, as staff can no longer supervise the child on our premises after that point in time.

**4.4** If a child is not collected at the agreed time then:

* the child’s file is checked for any information about changes to the normal collection routines;
* if no information is available, parents/carers will be contacted at home or at work. If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the school/setting and whose telephone numbers are recorded on the registration form are contacted;
* all reasonable attempts will be made to contact the parents/carers or nominated persons;
* the child will not be allowed to leave the premises with anyone other than those named on their Registration Form or in their file without contact being made by the parent/carer;
* if no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children and contact our LA children’s social services care team;
* the child stays at the school/setting in the care of an EYFS practitioner who is know to the child until they are safely collected by either the parents/carers, relative or by a social care worker;
* social services will aim to find the parent/carer or relative. If they are unable to do so, the child will be looked after by the LA;
* under no circumstances will the staff look for the parent/carer, nor do they take the child home with them;
* a full written report of the incident is recorded in the child’s file;
* ISI and Ofsted may be informed.

## 5 Monitoring and review

This policy was agreed and implemented in August 2023 and is due for review in August 2024.

There will be ongoing monitoring of this policy as some aspects may require amending/updating before the review date should there be any incidents which take place relating to it that give cause for concern.

**Name: Miss A West**

**Signed: A West**

**Date: August 2023**