



## Uncollected /Collecting Child Policy

January 2018

Reviewed date January 2020

It is the nursery policy to only hand over a child to the parent or guardian whom we personally know, or to someone who has been authorised in advance to collect a child by the parent or guardian. All parents are made aware of this policy and asked to personally introduce us to any other person who may be required to collect their child

- **Only the authorised person nominated on the registration form will be allowed to collect the child unless we have been notified in advance, preferably in writing if someone else is collecting the child.**
- In an emergency a parent must ring to give alternative arrangements.
- Children will not be allowed to leave the premises unsupervised.
- The main entrance to the building is locked.
- When the bell sounds a member of staff must open the door. If the member of staff does not know the person waiting they must ascertain who it is before opening the door.

### Uncollected Children

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

- The register 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 from the setting - 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 Authorised Persons to Collect Form or Telephone Authorisation to Collect Form.
- 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.
- We contact our local authority social services department (Telephone number for Sevenoaks Social Services- 03000413100, or out of hours emergencies call **03000419191**).
- The child stays at setting in the care of minimum two workers, at least one fully-vetted worker until the child is safely collected either by the parents or by a social worker;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with 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 by our staff.
- Ofsted may be informed (telephone number 0300 123 1231).