

Uncollected Child Procedure

At (insert setting name) we give parents information about the procedures to follow if they expect to be late. These include:

- Calling the nursery as soon as possible to advise of their situation and expected time of arrival.
- Agreeing a safety password with the nursery in advance to be used by anyone collecting a baby or child who is not the parent (designated adult).
- Asking a designated adult to collect their baby/child wherever possible.
- Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.
- If the designated person is not known to the nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password for the nursery to release the baby or child into their care. This is the responsibility of the parent.

In the event of a baby or child not being collected at the correct time, for his/her end of session, the staff will follow the procedure below:

- Reassure the child at all times that Mummy/Daddy or whoever usually collects will be contacted.
- Ensure the child is with someone familiar e.g. Key person (back up Key person) and is kept occupied and distracted.
- Depending on timing the child may need a snack.
- Check with all staff if any messages have been received, in case a message has not been passed on.
- Phone the work/ home/mobile telephone number of the parent/carer who would normally be collecting the child.

Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the collection time and inform them that their child was waiting for them.
- Inform the child that we have made contact and update them with the outcome so far, not unnecessarily worrying them if there was a problem.

No answer

- If there was no answer on the usual contact numbers, call the emergency contact number/details and explain the circumstances and if possible, arrange collection.
- Review the child registration form. Have the parents/carers shared any information about their own health needs/situation that would cause you

concern if they can't be contacted at collection time? (For example, parent has seizures) If this is the case, call the police.

- If there is no answer on these numbers, decide a period of time to wait, for example 5 minutes, before trying all numbers again.

In the meantime

- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary.
- Keyperson (or familiar person from the setting) remains with the child, doing all she/he can to reassure the child everything will soon be OK and parents/carer will soon be here.

Still no answer

- Try the telephone numbers again.
- Try emergency numbers again.
- If still no response from contact numbers and emergency contacts, 60 minutes (30 minutes if this is at closure time) after the child should have been collected, phone Children's Services through the Front Door 01275 888808 or Out of Hours on 01454 615165 or the police on 101 (999 if there is immediate danger).
- The child will remain at the setting with a minimum of 2 staff members until they have been safely collected either by the parents/carers, police or by a social worker.
- Under no circumstances are staff to go to look for the parent/carer nor do they take the child off site. A welfare check can be requested from the police.

After an Uncollected Child incident has occurred, complete an incident form for staff and parents/carers to sign. Review the incident at a staff meeting, discussing what worked well and what was difficult. Inform Ofsted within 14 days. Where appropriate review: Uncollected Child Policy, Fee and Charges Policy and any other relevant policies, procedures or risk assessments.

Policy Date:

Review Date:

Signed :