

## Uncollected Children Policy

### Statement of intent

In the event that a child is not collected by an authorised adult at the end of a nursery session, Acorn Nursery School puts into practice agreed procedures. These ensure an experienced and qualified practitioner who is known to the child cares for the child safely. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We 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

1. Parents of children starting at our settings are asked to provide specific information which is recorded on our Registration Form, including:

- home address and phone number - if the parents do not have a phone, an alternative number must be given, perhaps a neighbour's;
- place of work, address and phone number (if applicable);
- names, addresses, phone numbers of at least two adults who are authorised by the parents to collect their child from pre-school, a password is required by nursery and the authorised persons should know that password;
- we also require information about any person who does not have legal access to the child, but may arrive to collect the child.

2. On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform the Nursery Co-Manager how they can be contacted by text message or by email.

3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, parents must notify the Nursery Co-Manager of the name and telephone number of the person who will be collecting their child by text message or by email. We agree with parents how the identification of the person who is to collect their child will be verified, normally with a password.

4. Parents are informed that if they are not able to collect the child as planned, they must phone us so that we can begin to take back-up procedures. We also inform parents that in the event that their children are not collected from The Acorn Nursery School by an authorised adult and the staff can no longer supervise the child in our premises, we employ the following procedures:

- the nursery phones and email is checked for any information about changes to the normal collection routines;
- all reasonable attempts are made to contact the parents/carers as listed on the Registration Form;
- if this is unsuccessful, the adults who are authorised by the parents to collect their child from our settings (and whose phone numbers are recorded on the Registration Form) are contacted;
- the child stays at our setting, in our care until the child is safely collected;
- the child does not leave the premises with anyone other than those named on the Registration Form or authorised by text message or email from the parent to collect the child;
- if no-one collects the child after a period of one hour and the setting has been unable to contact either the parents and designated emergency contacts, then we will need to contact Surrey County Council's Children's Social Care (phone: 0300 470 9100 Mon-Fri 9am -5pm) to

advise them that the child has been left. If after 5pm we will call Surrey County Council's Emergency Duty Team on 01483 517898;

- we will inform Ofsted (phone: 0300 123 1231) of this significant event at the earliest opportunity, in any event before 14 days;
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. **No child under the age of 16 will be permitted to collect a child from nursery.**