

## **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 telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
- place of work, address and telephone number (if applicable);
- mobile telephone number (if applicable);
- names, addresses, telephone numbers of at least two adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent;
- and information about any person who does not have legal access to the child.

2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted on our Collection Sheet or in our diary if you require privacy.

3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child on our Collection Sheet. 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 inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our procedures as detailed below.

5. If a child is not collected at the end of the session/day, we employ the following procedures:

- the Collection Sheet is checked for any information about changes to the normal collection routines;
- if this is unsuccessful, the adults who are authorised by the parents to collect their child from our settings - and whose telephone numbers are recorded on the Registration Form - are contacted;
- all reasonable attempts are made to contact the parents/carers as listed on the registration form.
- 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 listed on the daily collection sheet;
- 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 contact personnel, then the person in charge of the setting will have no alternative but to contact our local authority Surrey County Councils Contact Centre (telephone number 0300 123 1640) to advise them that the child has been left.
- we will inform Ofsted (telephone number 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**