



Clarendon Primary School & Children's Centre
Uncollected Child Policy
'Doing our best to achieve our best'

Policy statement

In the event of a child not being collected by an authorised adult at the end of a session/day and to minimise any possible distress to the child, the nursery has developed a clear set of guidelines and procedures to follow. These will be shared with parents/carers so that, if they are ever unavoidably delayed, they will be reassured that their child/ren are being properly cared for.

Nursery procedures in place for the collection of children

- Parents of children starting nursery will be asked to provide the following information:
 - Home address and telephone number - if the parents 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 and telephone numbers of adults who are authorised by the parents to collect their child/ren from nursery, for example a childminder or grandparent.
 - Information about who has parental responsibility for the child/ren.
 - Information about any person who does not have legal access to the child/ren.
 - On occasions when parents are aware that they will not be at home or in their usual place of work, they will need to inform us in writing of how they can be contacted. (This can be done through the child's home / school book.)
- On occasions when parents, or the persons normally authorised to collect the child/ren, are not able to do this, parents should provide us with written details of the name, address and telephone number of the person who will be collecting their child/ren on that particular day. We will then agree how to verify the identity of this person when collecting their child/ren.
- Parents are informed that if they are not able to collect their child/ren as planned, they must inform us as soon as possible so that we can begin to take back-up measures. To support this, we provide all parents with our contact telephone number.
- The school ensures that all parents understand that we will apply our child protection procedures in the event that their child/ren are not collected by an authorised adult within one hour after the nursery has closed.

Procedures followed for uncollected children

If a child is not collected at the end of the session/day, the following procedures will be followed:

- The child's file will be 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 to collect their child will be contacted.
- All reasonable attempts will be made to contact the parents or nominated carers.
- During this time the child will not leave the premises with anyone other than those named on the Registration Form or in the child's file / home school book.

- If no-one collects the child within an hour of the nursery finishing and no contact could be established by the nursery team, we apply the procedures for uncollected children. These are as follows:
 - Contact Surrey's safeguarding hub on 03001231610.
 - Contact the Police who may be able to locate the parents or guardians of the child/ren.
 - Submit an incident report to Ofsted.
 - During this time the child/ren will stay in the nursery environment in the care of two members of staff until the child/ren are either collected by the parents or by a member of staff from Children's Services.
 - Children's Services will then aim to find the parent or relative. If they are unable to do so, the child/ren will become looked after by the local authority.
 - Under no circumstances will staff go to look for the parent, nor do they take the child/ren home with them. A full written report of the incident is recorded in the child's file.

Charging policy

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by nursery staff.

Policy Review:

Date reviewed: Spring term 2019

Review date: Spring term 2022