

# DURDAN'S PARK PRIMARY SCHOOL

## UNCOLLECTED CHILDREN POLICY



**Policy Reviewed On: June 2019**  
**Next Review Date: June 2020**

## **Policy statement**

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. 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**

- Parents of children starting at the nursery are asked to provide the following specific information which is recorded on our Registration Form:
  - 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
  - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
  - Who has parental responsibility for the child?
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with alternative details of the name and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, usually an agreed password in nursery.
- 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 measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - Parents/carers are contacted at home, on the mobile 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/contacts file- 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 Registration Form or in their file.
  - If no-one collects the child within 1 hour in Nursery and by 5 o'clock in Reception and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

- The child stays at the setting in the care of two members of staff (DBS), one of which will be a senior member of staff, until the child is safely collected either by the parents or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- A 'comfort bag' with toys of the child's choosing will be given to the child if they become looked after by the LA.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
  - In the event that the Headteacher is not on the premises they will be kept informed by the school staff.
  - A full written report of the incident is recorded.
  - Ofsted may be informed.