



Uncollected Child Policy

This policy aims to ensure that should a child remain uncollected at the end of the session or day that they have attended, that the child is cared for safely and by qualified members of staff that are known to the child. We will ensure that the child receives a high standard of care and is reassured at all stages to ensure as little distress as possible.

Parents/carers are required to complete a contact form upon registration, providing at least two (and ideally three) emergency contacts should they be unavailable to collect their child. On occasions where parents/carers or persons normally authorized to collect the child are unable to do so, they should provide us with written details of the name, address and telephone number of the person who will be collecting their child. The Manager will agree a password with the parent/carer that will be used to verify the identity of the person collecting their child. The Manager reserves the right not to release a child into the care of a person who does not fit the description given, who does not know the correct password, or whom the Manager feels uncomfortable releasing the child to.

Contact details that are held by the setting for all children are reviewed regularly to maintain up to date records. It is the parent's responsibility to keep the setting informed of any changes to contact details and emergency contact details.

1. If a parent/carer knows they are going to be late or unable to collect their child within the normal agreed time, they should inform the nursery as soon as possible so that we can ensure adequate staffing to care for the child.
2. In the event that the child remains uncollected by an authorized adult from the setting within 10 minutes of the normal closing time, attempts will be made to contact the parents/carers. If no response is gained, any emergency contact given on the contact form will be contacted.
3. The child will remain on the premises accompanied by at least two members of staff (one of which must be a Manager or Deputy Manager) for up to 30 minutes from the normal closing time of the nursery. During this time repeated attempts will be made to make contact with the parents/carers and emergency contacts. The child must not leave the premises with any member of staff. The Child Safeguarding Policy must be adhered to at all times during this process.
4. If contact cannot be made with the parent/carer or the emergency contacts and the child remains uncollected after 30 minutes has passed from the normal closing time of the nursery, the most senior member of staff present will contact the **Medway Council's First Response Service 01634 334466 and Kent Police 01622 690690 for advice.**

5. The child and two members of staff must remain at the setting until the child is collected by either the parents/carers or by a Social Care Worker.
6. Ofsted must be informed if the child is taken into care by Medway Council Children's Social Care Services by telephoning 0300 123 1231.
7. Under no circumstances are staff authorized to leave the premises to try to locate the parent/carer or transport the child anywhere or take the child home with them.
8. A full written report should be recorded on an incident form and placed on the child's file.
9. Late collection fees will apply as per the setting's terms and conditions to compensate staff for overtime worked.
10. The nursery setting insurance number is displayed on the certificate in the reception area outside the office.