

Uncollected Child Policy

This Policy is designed to support staff in the event that a child is not collected by an authorised adult at the end of a Nursery session. The following procedures will be put into place to ensure that the child is cared for safely by experienced and qualified practitioners who are familiar to the child. At St Werburgh's Park Nursery School, we recognise that not being collected by a family member at the end of the Nursery session would be a distressing time for a young child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

Procedures

Parents/carers of children starting at our School will be asked to provide the following specific, crucial information through the Registration Form:

- Names, addresses, telephone numbers of adults who are authorised by the Parents/Carers to collect their child from the setting.
- At least two telephone numbers that can be used in an emergency.
- Any person who has Parental responsibility for the child.
- Information about any person who does not have legal access to the child.

This information is recorded on the SIMs system. Each Room will have a file containing the Registrations Forms, so have direct access to this information at all times.

It is the responsibility of the Parent/Carer to inform us if their key information changes e.g. new mobile number, new work number, new address. Room staff who are given updated information regarding children's details, contact information, parental details etc. must always pass this on to the admin. team as soon as possible so that SIMS can be updated in the same way the admin. team will pass on information to the class so that they can update their registration forms.

On occasions when Parents/Carers or the person normally authorised to collect the child are not able to collect the child, the key member of staff will be verbally informed of the change. The name and contact number of the person collecting will be noted and recorded by a member of the class team. Where possible, the "new" adult should have knowledge of the security word the parent(s)/carer(s) have already established with the setting. Sharing the "safe" word on collection will enable the staff member to verify the identity of the person who is collecting the child.

It is the responsibility of the Parent/Carer to inform us if they are not able to collect their child as planned. They must inform us so that we can put on supportive measures as soon as possible to avoid the children feeling distressed.

In line with our Safeguarding and Child Protection Policy:

If a child is not collected at the end of the session:

- A member from the class team will ring the parent/carer in the first instance.
- All reasonable attempts will be made to contact Parents/Carers, if this fails, then emergency contacts will be called.

- If emergency contacts are unable to be contacted, if a child has school age siblings, the siblings' schools will be called to establish whether they have been collected.
- The child will not be allowed to leave the school without clear agreement/permission from the Parent/Carer. This may be agreed through a phone call.
- Consider whether it is appropriate to take the child to After School provision. This decision may be made because the provision will be supportive to the child, for example comfortable, play based and provide a snack/warm food. However, the child may feel anxious and going to After School provision may not be supportive to the individual. In this case, the child should remain with a member of the class team or the teacher on "duty".
- A member of the SLT will be informed immediately if Parent/Carer or Emergency Contact cannot be contacted.
- If the child is not collected, or an arrangement agreed for collection after one hour at the end of the session, we will apply the procedures for Uncollected Children.

Uncollected Children Procedures:

- A member of the SLT must be informed. Ring Mandy: 0755794337 or
Lucy: 07867368575 Or
Jacqui: 07584637177
- If a child is not collected, or has an agreed arrangement for collection, after an hour after their session has ended, the First Response Team will be phoned: 0117 9036444
- In the unusual event that First Response is not available, ring the Schools Safeguarding Advisor, Henry Chan: 0117 9224282.
- If all else fails, a member of the SLT will make the decision to call the Police for advice.
- The child will remain at Nursery with a qualified and experienced staff member until collection/plan has been arranged with another professional e.g. social worker, police officer.
- A staff member must not go to look for the parent/carers or take the child from the premises.
- Social care will take responsibility to find the Parent/Carer or relative, if they are unable to do so the child will become Looked After by the Local Authority.
- A full written report of the incident will be written into the CPOMs system as part of the child's chronological report.

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