



## Uncollected /Collecting Child Policy

Reviewed date: January 2024

Bidborough Village Nursery School prioritizes the safety and well-being of children in our care. This policy outlines our procedures for the collection of children at the end of a session/day and the steps to take if a child is uncollected.

### Collection of Children

- **Authorized Persons:** A child will only be released to parents/guardians or individuals authorized by them and known to nursery staff. Parents are requested to introduce any new persons authorized to collect their child.
- **Notification of Changes:** If someone other than the usual person is to collect the child, we require prior notification, preferably in writing. In emergencies, parents must contact the nursery by phone to provide alternative arrangements.
- **Building Security:** The main entrance is kept locked. Staff members are responsible for opening the door after verifying the identity of the person collecting the child.

### Procedure for Uncollected Children

If a child is not collected by an authorized adult at the scheduled time:

1. **Initial Steps:**
  - Review the register for any notes on changes to collection routines.
  - Attempt to contact the parents/carers at home or work.
2. **Contacting Authorized Individuals:**
  - If parents/carers are unreachable, contact other authorized individuals listed on the Registration Form.
3. **Escalation:**
  - Continue efforts to contact parents or nominated carers.
  - Ensure the child is cared for by at least two staff members, including one fully-vetted worker, until collected.
4. **Involving Social Services:**
  - If after one hour no one has collected the child and no contact has been made, we will contact local authority social services (Social Services: 03000411111 or 03000419191 for out-of-hours emergencies).
  - Social services will attempt to locate the parent or a relative. If unsuccessful, the child may be taken into local authority care.
5. **Staff Restrictions:** Under no circumstances will staff search for parents or take the child home with them.

6. **Documentation:** A detailed report of the incident will be recorded in the child's file.
7. **Fees:** Depending on the circumstances, we may charge parents for additional hours worked by our staff.
8. **Ofsted Notification:** Ofsted may be informed of the incident (Tel: 0300 123 1231).

## **Commitment to Child Safety**

This policy ensures that all children are collected safely at the end of each day/session. By outlining clear procedures for collecting and dealing with uncollected children, we safeguard the children's welfare and provide peace of mind to parents/guardians.