HALESFIELD DAY NURSERY | POLICIES & PROCEDURES

1.6 Uncollected Child

Our nursery has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

We inform parents 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 are asked to complete a nursery enrolment form which outlines personal details such as home addresses, telephone number and contact details for people authorised to collect their child from the nursery. We will also ask about parental responsibility and information about any person who is not allowed legal access to the child.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they can provide us with written details of the name, address and telephone number of the person who will collect their child. We will agree with parents how we will verify the identity of the person collecting the child.

At the end of every session, the nursery will ensure that all children are collected by a parent, carer or designated adult as specified on children's enrolment documents. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

i. If a parent, carer or designated adult is more than 15 minutes late, the supervisor in charge will telephone the parent/carer and then the authorised emergency contacts, recording each attempt. Messages requesting a prompt call back may be left without disclosing confidential details. Staff will act sooner if there is any reason to believe the child may be at risk.

ii. While waiting to be collected, the child will be supervised by a familiar member of staff who will offer them as much support and reassurance as is necessary.

iii. If no parent/carer or authorised emergency contact can be reached after repeated attempts, and 60 minutes have elapsed, the supervisor in charge will seek advice from Telford & Wrekin Family Connect (01952 385385; out of hours 01952 676500). This is a maximum routine escalation point, not a reason to delay action: if a child may be at immediate risk, staff will contact children's social care or the police immediately (999 in an emergency). Contact details must be checked regularly for accuracy.

iv. If children's social care or the police become involved, the supervisor will follow their instructions about the child's safety, transfer of care and communication with

parents. Further telephone messages may be left where appropriate, but no information about the child's circumstances or whereabouts will be displayed on the nursery door or otherwise disclosed publicly.

v. The child will not be taken away from nursery premises except where required for their immediate safety or under arrangements agreed with the appropriate authority. Staff must not take the child to their own home.

vi. The child will remain safely supervised by an appropriate member of staff until collected by an authorised adult or formally transferred to an appropriate authority. The manager or designated safeguarding lead will arrange sufficient staff cover if this extends beyond normal closing time and will ensure staff are not left to manage the situation alone.

Depending on the circumstances, the nursery may charge for additional staff time in accordance with its published fees and terms. The manager or designated safeguarding lead will consider whether the incident meets Ofsted's statutory notification criteria and notify Ofsted within the applicable timescale where required; not every late collection is automatically notifiable.

Recording and follow-up

The supervisor will record the scheduled collection time, who was present, contact attempts and times, advice received, decisions made, the child's welfare and reassurance provided, and the time and identity of the person who eventually collected the child or received responsibility for their care. Records will be stored securely. The manager or designated safeguarding lead will review repeated late collections for any emerging safeguarding or family support concerns.