



Late Collection of a Child/Uncollected Child Policy

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, Shooting Stars Nursery School have put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

Shooting Stars Nursery School will 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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form and on Family App:
 - Home address and telephone numbers (home and mobile)
 - Three emergency contact numbers
 - Place of work, address and telephone number (if applicable).
 - Names, addresses, telephone numbers and signatures 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 must inform Shooting Stars Nursery School 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 Shooting Stars Nursery School with written details of the name, address and telephone number of the person who will be collecting their child.
Verification of the identify of the person who is to collect the child will be done through the use of the safe word for that child registered with Shooting Stars Nursery School. Once this safe word is used, it will need to be changed by the parents and Shooting Stars Nursery School will update their records.
- Parents are informed that if they are not able to collect the child as planned, they must inform Shooting Stars Nursery School so that we can begin to take back-up measures. Our contact telephone number is 07900600243.
- If a child is not collected at their expected collection time, Shooting Stars Nursery School will follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the Registration Form - 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 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we will apply the procedures for uncollected children.
 - If we have any cause to believe the child has been abandoned we will contact the local authority children's social care team:
If the children's social care team is unavailable we will contact the local police.
 - The child will stay at Shooting Stars Nursery School in the care of two of our fully-vetted workers, one of whom will be our manager, deputy manager or senior practitioner 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.
 - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
 - We will ensure that the child is not anxious and will not discuss our concerns in front of them.
 - A full written report of the incident will be recorded in the child's file.
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- Shooting Stars Nursery School reserve the right to charge parents for the additional hours worked. Late collection fees are as follows:-
 - First 5 minutes free. After 5 minutes there is a £1 per minute charge.



This policy was adopted by

Shooting Stars Nursery School

On

18.11.2019 reviewed 18.11.20,
21.01.22

Date to be reviewed

21.01.23

Signed on behalf of the provider

Name of signatory

Clare Wilkins

Role of signatory (e.g. chair, director or
owner)

Director