

Aclet Close Nursery School

Safeguarding and Welfare Requirement: Child Protection

Providers must have and implement a policy, and procedures, to safeguard children.

Uncollected child

Policy statement

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

We 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/Carers are asked to provide the following specific information when their child starts attending our nursery, which is recorded on our registration form:
 - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable)
 - Names, addresses and telephone numbers of adults who are authorised by the Parents/Carers 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/Carers or the persons normally authorised to collect the child, are not able to collect, they provide us with details of the name and telephone number of the person who will be collecting their child. We agree with Parents about how to verify the identity of the person who is to collect their child.
- Parents/Carers are informed that if they are not able to collect the child as planned; they must inform us so that we can begin to implement our policy. Our contact number is 01388 6030006
- If a child is not collected at their expected time, we follow the procedures below:
 - The messages book 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 Arbor 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 child's records.
 - If no one collects the child within one hour of their expected collection time and there is no one who can be contacted to collect the child, we apply the procedure for uncollected children.

- We contact the Local Authority children's social care team:

One Point – 03000 26 11 19

- The child stays at the Nursery in the care of our Co-Head Teacher until the child is safely collected either by the Parents/Carers or 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/Carer, nor leave the setting premises with the child.
- We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- A full written report of the incident is recorded in the child's file.

Date reviewed: **December 2025**

Date of next review: **December 2026**