

**The Strawberry Patch Nursery and Pre-School**  
**1.8 Uncollected Child**

**Policy Statement**

**“The Strawberry Patch is committed to safeguarding and promoting the welfare of children, young people and adults at all times and expects everybody working within this setting to share this commitment”**

In the event that a child is not collected by an authorised adult at the end of a session/ day, the setting puts into practice agreed procedures. These ensure the child is cared for by an experienced and qualified practitioner who is known to the child. We will ensure the child receives a high standard of care in order to cause as little distress as possible.

Parents / Carers are informed of our procedures so that, if they are unavoidably delayed, they will be reassured their children are properly cared for.

**Procedure**

Parents of children starting at The Strawberry Patch Nursery and Pre-School are asked to provide the following specific information which is recorded on the registration forms.

- Home address and telephone/mobile numbers.
- Place of work, address and telephone/mobile numbers.
- Names, addresses, telephone/mobile numbers of adults authorised by parents to collect their child from the setting: Grandparents etc...  
Who has parental responsibility?
- If parents are not at their usual contact place for any reason they inform us in writing, or verbally how they can be contacted.
- On occasions parents or an authorised person may not be able to collect their child, they then inform us in writing or verbally of the person's collecting name and contact numbers, if the person is not known to us we ask for identification (driving licence, passport) to be brought into the setting so we can identify the person before we let the child leave along with a password.

Parents are aware of our contact number should they be delayed in collecting their child, or there is a sudden change of person collecting. As above if the person is unknown to us we ask for them to bring identification and for the parent to give us a password.

**If a child is not collected at the end of a Session/Day we follow the following procedures:**

- The daily signing in sheet is checked to see who has been put down for collection.
- All individual rooms notebooks will be checked for any missed messages and emails and phones checked for missed messages.
- The parent/carer who is down to collect will be contacted at home or work/mobile.

- If this is not successful, all other adults who are authorised to collect the child from the setting will be contacted (those who are on the registration documents).
- All reasonable attempts will be made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those authorised by the parent/carers.

**If no one collects after one hour and there is no one to be contacted to collect the child we will:**

- Contact our local authority children's services; this may be the out of hour's duty officer for full day care.
- The child will stay at the setting with two qualified fully vetted experienced members of staff until the child is collected either by parents or a social worker.
- Social services will aim to find the parents or relative if they are unable to they will be cared for by the local authority.
- Under no circumstances will staff go to look for parents, nor take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by staff.
- OFSTED may be informed.

**Signed:** RBaillie

**Date:** September 2020

**Review Date:** September 2021