



Uncollected Child Policy

EYFS overarching legal requirement :

The provider must take necessary steps to safeguard and promote the welfare of children

Every Child Matters Outcome: Staying Safe

This policy applies to:

Early Years Register (EYR)

Childcare Register (CR)

Policy

We are committed to ensure that children within our care are kept safe at all times. If the Nursery is faced with a situation in which a child in our care fails to be collected from the Nursery, we will ensure that the child will be cared for and that our procedures for this eventuality are followed to ensure the child's safety and well being.

Procedures

In the event of a parent/carer or designated person failing to collect a child, every effort will be made to contact that person or any other of the named contacts on the child's personal details form.

If none of these people can be contacted and the Nursery has made every reasonable effort to explore the circumstances, then the Nursery's Safeguarding Officer will contact the Local Duty Social Worker.

It will then be up to the Duty Social Worker to take charge of the situation and decide what happens next. If a parent/carer or designated contact cannot be found, the Duty Social Worker can arrange for the child to be placed temporarily in a place of safety until the situation is resolved.



The Nursery ensures that parents/carers are asked regularly for updated contact details to ensure that correct information is available for the children.

We also advertise to parents/carers on a regular basis the importance of keeping the Nursery up to date with changing contact details.

Staff will immediately inform the Manager/ Deputy that the child's parent/carer is more than 15 minutes late to collect their child.

The person in charge will have all the children's contact details and will begin to try to contact all people named within the child's file.

At least two members of staff will stay with the child and offer the child support if necessary until the designated person has collected the child.

If no contact has been made on any of the emergency contact numbers then the Safeguarding Officer will be informed.

It is the responsibility of the Safeguarding Officer to then contact the Children's Duty Team for advice and support.

The Safeguarding Officer will ensure that adequate care is provided for the child until they are collected by the parent/carer or designated person, who will be asked to sign to say they have picked the child up.

Two qualified members of staff will do this along with a person in charge.

Once the child has been collected, the Safeguarding Officer will fill in detailed statements of the significant event along with the date and times that the different people were contacted.

This information will then be passed on to Ofsted within 14 days of the occurrence.

If the child remains with us for any considerable amount of time they will be offered snacks or meals if appropriate.

If the parents have English as their second language, the Nursery will access translation and interpretation services where possible.

If the child has been uncollected during the day and this impacts on the required adult: child ratio, the Nursery will ensure that additional staffing is sought.



Parents/carers will be charged an additional fee for the late collection of their child; this is to offset any additional costs incurred by the Nursery for staff. Parents are informed of this during the admission of their child to the Nursery.

Relevant contact numbers:

The Local Authority Designated Officer in Wigan:

- Telephone: 01942 486042
- Out of normal office hours: 01942 828300

Special Assessment Team: 01942 828300

Emergency Out of Hours: 01942 828777

Ofsted: 0300 123 1231

Police: 0161 872 5050

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