



## Uncollected child & Late Collection Procedure

### **EYFS Requirement**

This procedure has been written in line with the Early Years Foundation Stage Safeguarding and Welfare requirements (3.1 to 3.3)

### **Related Policies**

Child Protection Policy

### **Legislation**

Working Together to Safeguarding Children

Children Act 1989

Children Act 2004 (Every Child Matters)

Children Act 2006

### **Introduction**

At Stepping Stones we will ensure that all children are collected by an authorised person at the end of each session.

Before a child starts at Stepping Stones we require parents/carers to fill out a Family Information Form that is stored in the office, which collects the following information:

- home address and telephone number
- place of work, address and telephone number
- mobile telephone number
- name, address and telephone number of two emergency contacts
- a password
- information about any person who does not have legal access to the child
- parental responsibility

If a child is not collected at the end of a session and we have not been notified of a delay then we will implement the following procedure:

#### **Up to 15 minutes late**

- When the parent/carer arrives they will be reminded that they must telephone the nursery if they are going to be delayed.

- The parent/carer will be informed if penalty charges apply this is at the discretion of the manager

#### **Over 15 minutes late**

- If a parent/carer is over 15 minutes late collecting their child then we will contact them on the contact details that we have listed on the Family Information Form.
- If there is no response messages will be left on the contact numbers requesting that they contact us immediately. We will then try and contact the emergency contacts listed on the Family Information Form.
- While waiting for the child to be collected, the child will be supervised by at least two members of staff.
- When the parent/carer arrives they will be reminded that they must telephone the nursery if they are going to be delayed and that penalty charges will be applied.

#### **Over 30 minutes late**

- If the nursery has been unable to contact the child's parent or carers after 30 minutes then the Manager will contact the Local Social Care Team for advice
- The child will remain in the care of two members of staff on the nursery premises until collected by their parent or carer or until placed in the care of the Social Care Team.

#### **If an unauthorised person comes to nursery to collect a child we will:**

- ask them to wait outside the nursery until checks have been made
- phone parents/carers to verify the person that has come to collect the child
- only allow the person to take the child once we are satisfied that we have confirmation
- phone the police if an unauthorised person comes to collect a child that parents/carers are not aware of

In the instance of a child not being collected from the nursery after a reasonable amount of time, has been allowed for lateness, the following procedure will be initiated by staff:

- Inform the nursery manager if the child has not been collected.
- The manager will check for any information regarding changes to normal routines, parents/carers work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their mobile, home and work. If this fails the emergency contacts will then be contacted as per the child's records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents/carers still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record.

- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.

**Contact Numbers**

Social Services Emergency Duty Team – 0845 111137

Ofsted/SCSWIS/CSSIW – 0300 123 1231

At Stepping Stones we ask that parents/carers always let us know when someone else is coming to collect their child from nursery.

This policy was reviewed in; June 2014

Signed on behalf of the setting; (Caroline Betts) Signature.....

Date for review; June 2015