



**BRISTON COMMUNITY NURSERY SCHOOL
LIMITED**

UNCOLLECTED CHILD POLICY

Company number 5379895

Ofsted numbers

Nursery - EY317355

Preschool – EY2588828

Policy statement

In the event that a child is not collected by an authorised adult at the time they are booked in until, we will put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner. We will ensure that the child receives 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 are properly cared for.

Procedures

- When children begin at Briston Community Nursery School (BCNS) the following information is recorded on our Registration form:
 - Home address and telephone number – if the parents do not have a landline, an alternative number must be given ie mobile number.
 - Mobile number for each parent (if applicable)
 - Email address (if applicable)
 - Name, address, telephone numbers and relationship to the child for two emergency contacts
 - Name and relationship to child of all adults who are authorised to collect their child from the setting, for example a childminder or grandparent.
 - Name of the person who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- We provide parents with our telephone number
- On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform us 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, the parent must provide us with written details of the name and telephone number of the person who will be collecting their child. We agree with the parent a means of verifying the identity of the person who is collecting their child.
- If we are unsure of the identity of the person who is collecting, we would ask them to speak to the parent on the telephone and then we would confirm with the parent that the person is who they claim to be or in some situations an agreed password can be used.
- We only let children go home with parents or named people for whom the parents have given information and written permission to collect their child.
- In exceptional circumstances we will accept verbal permission from a parent for another person to collect their child over the telephone. We ensure that children do not leave the nursery premises unsupervised.

- We appreciate that sometimes it may be difficult for parents to arrive at nursery in order to collect a child on time. If a parent knows that they are likely to be late, we request a telephone call to the nursery to inform us.
- If a child has not been collected within 15 minutes after the time they were due to be picked up, all reasonable attempts are made to contact the parent or nominated carers. If we are unable to contact the parents, we will try to make contact with other named persons on the child's contact list. If we are unable to arrange for someone on the child's contact list to come and collect the child from nursery, we will contact the police and social services and act on their advice. The child will be supervised during this time in the nursery under the care of two nursery staff.
- A late charge will apply in these circumstances and nursery staff must talk with the parents as soon as possible to determine the cause of the problem and to see if alternative arrangements need to be made by the parents.
- Under no circumstances will staff go to look for the parent, nor do they take the child home with them.

This policy was adopted at a meeting of BCNS Limited on _____

By _____

Date to be reviewed _____