



Safeguarding and Welfare Requirement: Child Protection

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

Policy 1.4 – Uncollected Child

Policy statement

At **Impact Montessori Nursery**, we understand that there may occasionally be circumstances where a child is not collected at the expected time.

Our priority is to ensure that the child remains safe, secure and well cared for while reasonable attempts are made to contact their parent/carer or an authorised collector.

We ask parents and carers to keep the nursery informed of any changes to collection arrangements and to contact us as soon as possible if they are delayed.

1. Collection arrangements

Parents/carers are required to provide the nursery with up-to-date contact and collection information, including:

- home address and telephone number;
- mobile telephone number;
- work contact details, where applicable;
- names and contact details of authorised collectors;
- information about who has parental responsibility;
- details of any person who does not have permission to collect the child; and
- any relevant court orders or restrictions relating to contact or collection.

Only adults authorised by the parent/carer or otherwise authorised through the nursery's records may collect a child.

The nursery may ask for identification from an unfamiliar person collecting a child.

2. Changes to collection arrangements

Parents/carers must notify the nursery as soon as possible if:

- they are going to be late;
- someone different will be collecting their child;
- an authorised collector is no longer able to attend; or
- there is any change to the child's collection arrangements.

Where a different person is collecting a child, the nursery will require below information to identify that person before allowing the child to leave.

A recent photo

Password

The nursery will not release a child to an individual who is not authorised or where there is uncertainty about their identity or authority to collect.

3. If a child is not collected on time

If a child has not been collected at the expected collection time, staff will:

1. Check the child's records for any information about a change in collection arrangements.
2. Contact the parent/carer using the available telephone numbers.
3. If the parent/carer cannot be contacted, contact the authorised emergency contacts/collectors.
4. Make reasonable attempts to contact all relevant people listed on the child's records.
5. Keep the child safely within the nursery and provide appropriate care and reassurance.
6. Record the attempts made to contact the parent/carer or authorised collector.

The child will remain supervised by appropriately vetted staff.

4. If the parent/carer cannot be contacted

If the child remains uncollected after reasonable attempts have been made to contact the parent/carer and authorised contacts, the manager will assess the circumstances and decide whether further action is required.

The nursery will consider:

- how long the child has been waiting;
- the child's age and individual needs;
- whether there is any known reason for the delay;
- whether the parent/carer has made contact;
- whether there are any safeguarding concerns; and
- whether the child may be at risk of harm.

There is **no requirement to wait for a fixed period where there is an immediate safeguarding concern.**

5. Contacting children's social care or the police

If the nursery has reason to believe that a child may have been abandoned, is at risk of harm, or that their welfare cannot safely be maintained, the manager will contact the appropriate statutory service without delay.

The nursery will follow the current local authority safeguarding procedures.

Where appropriate, this may include contacting:

- **Children's Social Care;**
- the **Emergency Duty Team/out-of-hours service;** or
- the **Police on 999** where there is an immediate risk of harm or emergency.

The nursery will follow advice provided by children's social care or the police regarding the child's care and collection.

6. Supervision of the child

The child will remain at the nursery until they are safely collected or until responsibility for the child is formally transferred to an appropriate statutory service or another person authorised by children's social care.

Where possible, two appropriately vetted members of staff will remain with the child, one of whom will be the manager or deputy manager.

Staff will:

- reassure the child;
- provide food, drink and appropriate comfort where required;
- maintain the child's normal routines as far as reasonably possible;
- avoid discussing concerns about the parent/carer in front of the child; and
- ensure that the child is not left unsupervised.

Staff will **not leave the nursery with the child to search for the parent/carer.**

7. Collection by an alternative person

The nursery will only release the child to:

- a parent/carer with parental responsibility;
- an authorised collector recorded by the nursery; or
- another person specifically authorised by the parent/carer or an appropriate statutory agency.

The nursery will verify the identity of an unfamiliar collector where necessary.

If there is uncertainty about whether a person is legally permitted to collect the child, the nursery will seek advice from the manager and, where necessary, the appropriate authority.

8. Safeguarding considerations

An uncollected child may be an indicator of a safeguarding concern.

The manager will consider whether there are any additional concerns, including:

- repeated late collection;
- unexplained failure to collect;
- concerns about the child's welfare;
- concerns about parental capacity;
- information suggesting that the child may have been abandoned;
- concerns about domestic abuse or other risks; or
- information suggesting that the child may be at immediate risk of harm.

Where safeguarding concerns arise, the nursery will follow its **Safeguarding and Child Protection Policy**.

9. Recording the incident

A written record will be completed for every significant uncollected-child incident.

The record will include:

- child's name;
- expected collection time;
- actual collection time;
- names of staff involved;
- attempts made to contact parents/carers;
- names and times of contacts made;
- advice received from any external agency;
- who collected the child;
- time the child left the nursery; and
- any further action required.

Records will be stored securely and confidentially.

10. Fees for late collection

The nursery may charge parents/carers for additional staff time resulting from late collection, in accordance with the nursery's current fees and terms and conditions.

Parents/carers will be informed of any applicable charges.

Late collection fees will not affect the nursery's safeguarding responsibilities.

11. Repeated late or uncollected children

Where a child is repeatedly collected late or there are repeated occasions where parents/carers cannot be contacted, the manager will discuss the matter with the parent/carer.

The nursery may:

- review collection arrangements;
 - request additional emergency contacts;
 - agree a collection plan;
 - consider whether additional support is required; and
 - make a safeguarding referral where the circumstances indicate that this is necessary.
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12. Ofsted notification

The nursery will notify **Ofsted** where required by the current Early Years Foundation Stage requirements or other applicable regulations.

Any significant incident will be considered on an individual basis to determine whether notification is required.

13. Review

This policy will be reviewed at least annually and whenever there are changes to safeguarding guidance, local authority procedures or the Early Years Foundation Stage requirements.

Policy approval

This policy was adopted by: Impact Montessori Nursery

Date adopted: _____

Date of next review: _____

Signed on behalf of the provider: _____

Name: _____

Role: _____

Signature: _____

Date: _____