



Arlesdene

Nursery School and Pre-school

Uncollected Children Policy

July 2022

Policy for Uncollected Children

In the event that a child is not collected by an authorised adult at the end of their nursery/pre-school session or day, we put into practice agreed procedures. The well-being of the child will be paramount so as to cause as little distress as possible.

Procedure for Uncollected Children from Nursery or Pre-school

- For any children attending nursery or pre-school and remaining uncollected after the session, staff will ask the office staff to contact the parents, carers or another contact on the child's registration form.
- Children not collected at the contracted time will remain in the care of the nursery or pre-school staff until someone arrives to pick the child up.
- Every effort will be made to make contact with a suitable person, as above.

Where parents/carers have made arrangements for someone else to pick the child up (without prior notice given) the staff will require the following:

- A phone call from the parent confirming the child's name, address and date of birth.
- A description of the person who will be collecting the child.
- A password given by the new person to staff and which only the parent, new person and staff will know.

Upon arrival of the new person, a senior member of staff will check all the details required and if satisfied release the child into that person's care. This person will have temporary authorisation for that occasion only unless the parent contacts the school office and complete the relevant paperwork to make this arrangement permanent.

Unless these arrangements are met satisfactorily staff will not release the child.

The late collection of any child will be recorded including the time of collection and reason for late collection. A fee will be payable of £5 for every 15 minutes or part therefore that the child remains uncollected. This sum will be added to the fees payable and must be paid at the time fees are next due to be paid.

Where a child is not collected at the end of the session, staff will make every effort to contact the people on the contact list. If no one can be contacted and after a reasonable length of time has passed (within one hour of the setting closing and the staff can no longer supervise children on our premises), the senior member of staff on duty will put Child Protection measures into place and

contact the Customer Service Centre for Children, Schools and Families, 0300 123 4043.

The Uncollected Children Policy was last reviewed and agreed by the Governing Body on 13th July 2022. It is due for review in July 2024 (up to 24 months from the above date).

Signed
Chair of Governors

Date: