Uncollected Child

If a child is not collected at the end of their session, or by closing time of the nursery and there has been no contact from the parent this procedure is followed:

**Process:**

1. The most senior practitioner within the setting is notified of the situation, they are then to attempt contacting the parents using the provided contact details.
2. If unreachable, the emergency contact details should then attempt to be reached.
3. After one hour, if no response from any contacted individuals the local authorities/ social services is to be notified and collection for the child to be arranged with them.
4. Incident report is to be recorded internally and shared with any external Safeguarding individuals as required. A copy of all findings is to be stored within the child’s folder and relevant safeguarding files.

**Additional points:**

* Staff to child ratios are to be adhered to wherever possible, ensuring at least 2 staff with the child at any time, staff will be required to move rooms for this period if needed.
* Staff will continually reassure the child during this period as to not unsettle them, continuing to provide care, activities and further snacks/water as required.
* Where contact is made and someone able to collect, any new ID’s and passwords should be checked ahead of releasing child into their care.
* As per setting discretion, additional fees may be applied as result of late/ un collection period.
* Parents are required to inform the setting of any and all updates to contact numbers and induvial on the collection list.
* If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

**Documentation for reference:**

* Safeguarding and Welfare Requirements