



St. Helens Council

RAINHILL COMMUNITY NURSERY SCHOOL



Rainhill Community Nursery Procedure for dealing with uncollected children September 2015

In the event that a child is not collected by an authorised adult at the end of a session/day, agreed procedures are put into practice. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, 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 will be properly cared for.

Normal collection procedures

1. Parents/carers of children starting at nursery are asked to provide specific information, including:
 - home address and telephone number
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses and telephone numbers of at least two other adults who are authorised by the parents to collect their child from nursery, for example a childminder or grandparent;

This information is stored securely on the SIMS system, and a summary is kept in a file which can be accessed quickly by staff.

Parents and carers are advised that it is extremely important that they leave mobile phones switched on, or that at least one named emergency contact is available at all times, in case children are taken ill or need to be collected from nursery.

2. Each parent/main carer of a child is given four photographs, or nursery passes, laminated onto card of the colour of the child's Key Worker group. Parents/carers are asked to give one of these cards to any adult whom they have authorised to collect their child. Children will not be released into the care of any adult who is not carrying one of these nursery passes. Where an adult arrives at the nursery without a pass, a member of staff

will telephone the parent or carer to establish whether or not the adult concerned has permission to collect their child.

3. Where a parent or carer instructs that their child is to be collected by someone other than a passholder, or informs the nursery that the adult collecting the child does not have a pass, details of the adult will be written on the register of the child's Key Worker group by the person taking the instruction from the parent, for example, the Key Worker, or a member of the office team
4. In the event that the parent or carer cannot be contacted to verify the permission of an adult without a pass to collect the child, OR where no-one arrives to collect a child from nursery, the following procedures will be followed:-
 - The child will be looked after by their Key Worker or another member of staff while parents or carers are contacted;
 - Registers will be checked to ensure that instructions have not been received from the parent or carer regarding collection;
 - If no information is available, parents/carers are contacted at home or at work;
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery - and whose telephone numbers are recorded on SIMS or the nursery's record cards - are contacted;
 - All reasonable attempts are made to contact the parents or nominated carers;
 - At all times, at least two members of staff must be on the premises (including the caretaker if necessary), one of whom must be qualified to at least Level 3;
 - If no-one has been contacted or has arrived to collect the child by the time the premises are closing or staff are no longer available to care for the child, the Local Authority Duty Social Worker must be contacted on 01744 671267 or 01744 456000.
 - The child will stay with the two members of staff until the parent, carer, other authorised adult or Social Worker arrives to collect him or her.
 - Social services will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
 - Under no circumstances are staff to go to look for the parent or carer, or take the child home with them.
 - A full written report of the incident will be recorded.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff in accordance with the Changing Policy and the terms and conditions of Wraparound Care.

Date policy to be reviewed: September 2016