



## The Barn Nursery and Preschool

### Uncollected Child Policy

At our setting we expect children to be picked up at the agreed/usual contracted time. In the event that a child is not collected by an authorised adult at the end of a session, we put into practice agreed procedures.

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.

Parents of children starting at the setting are asked to provide the following specific information, which is recorded on our Application Form and Medical Card:

- Home address and telephone.
- Mobile telephone number.
- Place of work and telephone number (if applicable).
- Name, telephone number, mobile number of authorised adults to collect the child from the setting, for example, a childminder or grandparent.
- Who has parental responsibility for the child.
- Information about who may not have legal access to the child.

If, on occasions, parents are aware they are going to be late, they must seek agreement from the manager before it occurs. The information will be recorded in the diary/register.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name and telephone number of the person who will be collecting their child. The information will be recorded in the diary/register. We agree with parents how to verify the identity of the person who is to collect their child - if the person is unknown to us they will need to provide the password provided by parents.

Children collected between more than 30 minutes later than expected will be deemed to be present for an additional hour and parents will be charged for this time.

Parents of children collected up to 15 later minutes later than expected will be reminded of the correct time and asked if there is a genuine reason for the late collection. Parents will be reminded that they should telephone the manager before the collection time to tell them if they have been delayed.

We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within 30 minutes after the expected time or the setting has closed. The group leader responsible for the child will be expected to stay on the premises until the situation is resolved.

Children who are not collected within 30 minutes of the expected time will become the responsibility of the Social Services Department. We will:

- Call the parents on the given contact numbers, if no one is available we will;
- Call the additional emergency contact numbers, if no one is available we will;
- Call the SPA Team (Single Point of Access) on 020 8547 5008 between office hours or 020 8770 5000 out of office hours.

This policy was adopted by

The Barn Nursery

On

September 5<sup>th</sup> 2021

Date to be reviewed

September 2022

Signed on behalf of the provider

Name of signatory

Role of signatory (e.g. chair, director  
or owner)