In the event that a child is not collected by an authorised adult at the end of a session/day, we will put into practice the following procedure. This ensures that all the children in our care are safe and protected. One of our main aims, should this situation arise, is to cause as little distress as possible to the child. We ensure that parents are informed of the procedures so that should they be delayed, they know their child will be correctly cared for within the setting.

When childrenfirst register with the setting the parents complete a Registration Form. This includes important information such as:

* home address and contact telephone number;
* mobile telephone number;
* relevant work contact number/s;
* names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
* information about any person who does not have legal access to the child; and
* who has parental responsibility for the child

Parents are asked to inform staff if they are unable to collect their child as planned, at the earliest possible opportunity. They must inform staff in writing, who will be collecting their child. This can be via email or through the Famly app.

We ensure that all parents have the settings telephone number and ask that they ring if they know they may be delayed or late in collecting their child. On registration, parents are asked to provide an emergency collection password and photographs of any authorised collectors in case of an emergency collection. A record of this is kept on the child’s file. Parents must notify the setting in writing of any unplanned collections by emergency contacts.

**If a child is not collected at their designated time, staff will follow the following procedures:**

* If no information is available, parents/carers will be contacted by telephone
* If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting (emergency contacts) - and whose telephone numbers are recorded on the Registration Form – will be contacted.
* All reasonable attempts will be made to contact the parents or nominated carers.
* In no circumstances will the child be allowed to leave the premises with anyone other than those named on the Registration Form unless expressly directed by a parent/carer.

If the child is still uncollected one hour after the setting is closed then we will apply our safeguarding procedure as set out in our safeguarding policy. We will contact social services team for advice.

* The child will remain at the setting supervised by two staff members until he/she is safely collected either by the parents or by a social worker. The social worker will have their ID verified by staff before collecting the child;
* Under no circumstances will staff go to look for the parent, nor do they take the child home with them. Messages are left for the parents about how to contact the Social Services team.
* A full written report of the incident is recorded in the child's file and a copy given to parent/carers.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
* Ofsted will be informed

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| **Useful contacts:** Essex Social Care Children & Families Hub 0345 6037627 priority line and/or the police. (During out of hours (Mon-Thurs 5pm-9am, Fri and bank holidays 4.30-9am) call: 03456061212 or email emergency.dutyteamoutofhours@essex.gov.uk).**Ofsted:**  0300 123 1231  |  |
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| This policy was adopted by: Stebbing Green Day Nursery | Date: 06/12/2024 |
| To be reviewed: December 2026 | Signed: Terri Barnett  |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2024): Safeguarding and Welfare Requirements: Information for parents and carers [3.73].*