

# Uncollected Children

## Category: Early Years

### Risk Management and Legal Implications

Failure to manage risk may impact on the delivery of Service objectives and the outcomes achieved by Service users. Education and Children’s Services aim to mitigate the implications by ongoing management and review of risk in all elements of work activity.

The production of this document is one way in which we aim to reduce our exposure to risk. By providing staff with information on good practice, making reference to other guidance that is available across the Council and providing clarity on how we should do things, we can ensure that the management of risk is intrinsic to what we do.

### Version Control:

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## Uncollected Children

The nursery has an obligation to stay with any uncollected child at the end of the day, until that child is collected. This responsibility will normally fall to a senior member of staff. All efforts should be made to contact the parent/carer or emergency contact person as identified by the parent/carer at enrolling. It is the parent/carers responsibility to ensure that a child's records are up to date.

If other agencies are involved, staff should consider contacting the named person or if Social Work, the duty Social Worker.

The nursery must not release the child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person should give the name and address and a physical description of the unauthorised person and the member of staff in charge should check this description before permitting the child to leave.

In the event that a child is not collected by the due time on a regular basis, a senior member of staff, will write to the parent/carer to invite them to a review meeting. This meeting will offer the opportunity to discuss any difficulties the parent/carer may have and to work out a solution. The senior member of staff will also point out the difficulties late collection causes the nursery staff and the restrictions on staffing during an extended day.

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event'.

Health & Social Care Standards, My support, my life.  
4.3, 4.11, 4.14, 4.16.