

# Seaham Harbour Nursery School

## Uncollected Child Policy

*Seaham Harbour Nursery School will ensure that children and their parents/carers will be offered a safe and stimulating environment within which children flourish*

**At the end of every session we will ensure all children are collected by a parent, carer or designated adult.**

**If, for any reason, a child is not collected at the end of a session, the following procedures will be put in place.**

- If a parent, carer or designated adult is more than 10 minutes late in collecting their child, the Head Teacher/Deputy will be informed.
- The Head Teacher/Deputy/Office Manager will call the parent, carer or designated adult and use any other emergency contact details available to ascertain the cause for the delay and how long the delay is likely to last. Messages will be left on any answer-phone requesting a prompt reply.
- While waiting to be collected the child will be supervised by members of staff who will offer as much support and reassurance as necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, over a period of 30 minutes, the Head Teacher/Deputy will call Social Care Direct on **03000 267979**
- In the event of Social Care Direct being called and responsibility for the child passed to a child protection agency the Head Teacher/Deputy will attempt to leave further telephone messages with the parent/carers/designated adult where possible explaining what action has been taken.

- The child will remain the care of the Head Teacher/Deputy until they are collected by parent, carer, designated adult or placed in the care of the social services.
- The Head Teacher will record incidents of late collection and these will be discussed with parents/carers at the earliest opportunity.

Adopted by the Governing Body March 2013