Beechoak Farm Montessori pre-school

Safeguarding children

1.3 Uncollected child

Policy statement

The manager at Beechoak Farm will put into practice agreed procedures if a child has not been collected by the end of the child's set hours. The child will be cared for sensitively by experienced and qualified staff known to the child to ensure as little distress as possible.

Procedures

- Parents of children starting at Beechoak Farm are required to provide the following information on the registration form:
  - Home address and telephone number
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone numbers for parents
  - Who has parental responsibility for the child.
  - Information regarding persons authorised to collect child
  - Information of anyone who does not have legal access to the child
- When parents are aware that they will not be contactable in the usual way they will give the manager alternative contact details.
- If none of the persons authorised to collect the child are available parents will provide the manager with a full description (photo if possible) of the nominated person and of the car they will be driving.
- Each parent will give an emergency password at time of registration. This is known to the manager, and the parents will inform the nominated person collecting the child of this, who will then be cleared by the manager on arrival at Beechoak Farm.
- All parents have our contact number and must contact the nursery as soon as possible if they are unable to collect their child as planned.
- If a child is not collected by the end of their child's set hours, we follow the following procedure:
  - The diary is double checked for any information regarding changes to normal collection routines.
  - Parents/ carers are contacted.
  - If this is unsuccessful, we will attempt to contact all other authorised adults.
  - The child will not be allowed to leave Beechoak Farm with anyone other than those authorised by the parents and will be cared for by qualified members of staff familiar to the child.

- After one hour, the manager contacts the local social care out-of-hours duty officer if the parents or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.
- The manager should arrange for the collection of the child by social care.
- Where appropriate manager should also notify police.

Members of staff do not:

- go off the premises to look for the parents
- leave the premises to take the child home or to a carer
- offer to take the child home with them to care for them in their own home until contact with the parent is made

- Staff make a record of the incident in the child's file using. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
- This is logged on the child's personal file along with the actions taken.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.
- We reserve the right to charge for any additional hours worked by our staff.

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This policy was adopted by staff at Beechoak Farm Montessori preschool.

Held on 2nd December 2025

Date to be reviewed December 2026

Signed on behalf of Beechoak Farm Montessori by

Charlotte Muggleton & Hayley Majeika

Proprietor Manager