



Harvard Park Policies and Procedures:  
**Uncollected Child including Incapacitated  
parent/carer**

## 18. Uncollected Child including Incapacitated parent/carer

### Policy statement

If a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified early years educator who is known to the child. We will ensure that the child receives a high standard of care to cause as little distress as possible.

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.

### Procedures

Parents/carers of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form also known as Child's Details:

- Home address and telephone number: if the parents/carers do not have a telephone or mobile phone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents/carers to collect their child from the setting, for example a childminder or grandparent.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.
- On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents/carers or the persons normally authorised to collect the child cannot collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents/carers how to verify the identity of the person who is to collect their child.
- Parents/carers are informed that if they cannot collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents/carers with our contact telephone number:

Day Nursery – **0208 890 3715**

Pre-School – **07984 258 580**

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent/carer, or there are concerns about the child's welfare then this procedure is followed:

- The child's file is checked, and the office is spoken to for any information about changes to the normal collection routines.

- If no information is available, parents/carers are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
  - All reasonable attempts are made to contact the parents/carers or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
  - If no-one collects the child after 60 minutes and there is no named person who can be contacted to collect the child, we apply the procedures for uncollected children.
  - If the children's social care team is unavailable, we will contact the local police.
  - Our Contact for Hounslow Children's Services Front door: **0208 583 6600**
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- o The designated safeguarding lead is informed of the uncollected child as soon as possible and attempts to contact the parents/carers by phone.
  - o If the parents/carers cannot be contacted, the designated safeguarding lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
  - o After 1 hour, the designated safeguarding lead contacts the local social care out-of-hours duty officer in the parents/carers or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents/carers.
  - o The designated safeguarding lead should arrange for the collection of the child by social care.
  - o The child stays at the setting in the care of two fully-vetted workers, one of whom will be our manager or deputy manager, until the child is safely collected either by the parents/carers, or by a social care worker, or by another person specified by social care.
  - o Where appropriate, the designated safeguarding lead should also notify police.

Members of staff do not:

- Go off the premises to look for the parents/carers.
  - Leave the premises to take the child home or to another carer.
  - Offer to take the child home with them to care for them in their own home until contact with the parent/carer is made.
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- We do all we can to ensure that the child is not anxious and we do not discuss our concerns in front of them.
  - A record of conversation with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording.
  - A full written report of the incident is recorded in the child's file along with the actions taken.
  - Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by our staff.

- Ofsted may be informed: **03000 123 1231** (helpline is open from 9:00am to 5:00pm Monday to Friday).

### **Incapacitated Parent/Carer**

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include:

- Appearing drunk or under the influence of alcohol
- Appearing to be under the influence of drugs
- Demonstrating angry and threatening behaviour to the child, members of staff or others
- Appearing erratic or manic.

### Informing

- o If a member of staff is concerned that parent/carer displays any of the above characteristics, they inform the designated safeguarding lead as soon as possible.
- o The designated safeguarding lead assesses the risk and decides if further intervention is required.
- o If it is decided that no further action is required, a record of the incident is made on a Safeguarding incident reporting form
- o If intervention is required, the designated safeguarding lead speaks to the parent/carer in an appropriate, confidential manner.
- o The designated safeguarding lead will, in agreement with the parent/carer, use emergency contacts listed for the child to ask for an alternative adult to collect the child.
- o The emergency contact is informed of the situation by the designated safeguarding lead and of the settings requirement to inform social care of their contact details.
- o If there is no one suitable to collect the child, social care are informed.
- o If violence is threatened towards anybody, the police are called immediately.
- o If the parent/carer takes the child from the setting while incapacitated, the police are called immediately and a referral to social care.
- o Further updates/notes/conversations/ telephone calls are recorded.
- o Although we have no legal right to withhold a child from parent/carer, we however reserve the right to contact any relevant authorities that we may feel appropriate, i.e. police, partner, etc.

This Policies and Procedures pack was adjusted by Harvard Park.

Date meeting was held on **30/04/2026**

Signed on behalf of the Directors and Proprietors

**Nicki Saunders and Tracey Milstead**