



Uncollected child

Policy statement

In the event, that a child is not collected by an authorised adult at the end of a session/day, the preschool puts into practice agreed procedures. These ensure the child is cared for safely by a member of staff who is known to the child. We will ensure that the child continues to receive 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 continue to be well cared for.

Procedures

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Enrolment Form:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Mobile and/or work telephone number if applicable.
 - Names, addresses and telephone numbers of adults who are authorised by the parents, to collect their child from the setting and/or contact in an emergency, 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.
 - A password.

- On occasions when parents are aware that they will not be at home, or in their usual place of work, we ask that they inform us of how they can be contacted.

- On occasions when parents or the persons normally authorised to collect the child are not able to do so, we ask that they provide us with details of the name of the person who will be collecting their child at the time of signing their child in. We have a password system to identify the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must contact the preschool as soon as possible, so that we can begin to take back-up measures. Our contact number is 01622 813120.

If a child is not collected within 30 minutes at the end of their session/day, we follow the following procedures:

- The child's file and/or setting documentation is checked 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 to collect their child from the setting, and whose telephone numbers are recorded on the Enrolment form, are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Enrolment Form or in the child's file.
- If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the following procedures:
 - We contact our local authority children's social services care team: Area duty 03000 412284; Central duty 03000 411111; Out of hours Central duty 03000 419191
 - If the children's social care team is unavailable [or as our local authority advise we will contact the local police.
 - The child stays at setting in the care of two staff members until the child is safely collected either by the parents or by a social care worker.
 - Social care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
 - Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
 - A full written report of the incident is recorded in the child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Ofsted may be informed: 0300 1231 231

This policy was adopted at a meeting of

NWPS

Held on

Date to be reviewed

May 2024

Signed on behalf of the provider

Name of signatory

Role of signatory (e.g. chair, director or owner)

Chair