

Uncollected Child Policy

Statement of intent

In the event that 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 practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order 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.

Methods

Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including;

- home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a close relative or neighbour;
- place of work, address and telephone number (if applicable);
- mobile telephone number (if applicable);
- names & telephone numbers (and where possible addresses) of all adults who are authorised by the parents to collect their child from the setting, for example a grandparent or childminder;
- information about any person who does not have legal access to the child;
- who has parental responsibility for the child.

On occasions when parents are aware that they will not be at home or contactable on any of their other usual contact numbers they must notify a member of the management team.

On occasions when parents or nominated persons are not able to collect the child, they provide the name of the person who will be collecting their child. We agree with parents how to verify the identity of 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 inform us as soon as possible with whatever arrangements they have put/are putting in place for the safe collection of their child.

We provide parents with our contact telephone number.

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

- If no additional information is available, attempts are made to contact parents/carers 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 Registration 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 Registration Form or



previously advised to a member of the management team.

- If contact has been unsuccessful after thirty minutes we will apply the following procedures:
- We contact our local authority social services department (telephone number 0345 603 7627)
- After 5.30pm Mon - Thu or 4.30pm Fri, this will be the out of hours duty officer (telephone number 0345 606 1212)
- The child stays at setting in the care of two fully-vetted staff members until the child is safely collected either by the parents, an authorised person or by a social worker;
- Social services will aim to find the parent or relative - if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to 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 (telephone number 0300 123 1231)



Signed : *Steve Catley*
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