

1.02 Uncollected Child

Policy statement

In the event that a child is not collected by an authorised adult at the end of the child's booked session, we put into practice agreed procedures. These ensure the child is cared for safely by two experienced and qualified practitioners who are known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures when they join the preschool and expect the parent/carer to call the Preschool if they are unavoidably delayed. We will ask for an estimated time when they will be able to collect their child so the staff are aware and can make arrangements for their plans should they need to. The Parents/carers will be reassured that their children will be properly cared for.

Procedures

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration 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.
 - Day Time Telephone Number
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers authorised by the parents 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 or the persons normally authorised to collect the child are not able to collect the child, they provide us with a password specific to their child and set by the parents/carer. The password can then be passed on to a person of their choice to enable them to collect the child from the Preschool. We inform parents that we will not allow the child to leave with anyone who does not have the password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures (see below) in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of their booked session, we follow the following Child Protection procedures:
 - We check 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 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 contract or in their file, or by a nominated person by the parent who has the password.
- If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's social care team:

Children and Families 01345 6080192 (telephone number)

Or

SPOA 01232 464222

Or

Out of hours Emergency Duty Officer 01273 335905 or 335906

- The child stays at setting in the care of two members of staff known to the child who will keep the child calm and will not discuss any concerns in front of the child, 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 will 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 1231231 (telephone number)

Date to be reviewed – on or before end September 2024

