



Uncollected Child Policy

Little Owls Uncollected Child Policy

Version Control Log

Date	Date agreed with Managers	Overview of changes
January 2019	January 2019	Review of policy in line with the Pre-School Learning Alliance revised policy

Policy statement

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. 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.

Procedures

- Parents/carers 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/carers do not have a telephone, 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 to collect their child from the setting, for example a childminder or grandparent.
 - Confirmation of who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
 - Security password.

We have a password system for collecting children when children are being picked up by people other than the named carers on the registration form. We require parents/carers to inform us at the time of drop off or via a telephone call to inform us if collection arrangements will differ to those agreed.

We require parents/carers to inform us of any changes, in writing, to the named persons authorised to collect.

If parents/carers have not notified the setting that someone different is collecting the child (even if this person has been authorised to collect previously) the person should be asked to wait outside the premises. The parents/carers will be contacted to verify who is collecting the child before the child is released. Staff will verify the identity of the person and will require the password prior to releasing the child.

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

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, ensuring we have the correct staff in place for example. We provide parents with our contact telephone number.

We inform parents that we apply our child protection procedures as set out in our child protection and safeguarding policy 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 the session/day, the following procedures will apply:

The child's file 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 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 in their 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 procedures for uncollected children.

We contact our Gateway Multi Agency Hub teams or Referral and Assessment Out of Hours :

Gateway 01752 308600 Multi Agency Hub 01752 307160 Referral
and Assessment Out of Hours on 01752 346984.

The child stays at setting in the care of two fully-vetted members of staff until the child is safely collected either by the parents/carers, authorised person or by a social care worker.

The Gateway team will aim to find the parent. Carer and/or authorised person and 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/carers for the additional hours worked by our staff.

Ofsted may be informed:

03001231231
