



UNCOLLECTED CHILD POLICY

Policy statement

This policy will be put into effect in the event that a child is not collected by an authorised adult at their expected collection time. If a parent/carer is unavoidably delayed, we ask that they phone the setting at their earliest convenience to inform us of the delay and give us information about the alternative arrangements they have made.

Procedures

- Parents are asked to provide the following specific contact information when their child starts attending our setting, which is recorded on the child's Registration Form:
 - Home address and telephone number
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number
 - Names, addresses, telephone numbers and signatures of adults who are authorized emergency contacts.
 - Who has parental responsibility for the child.

Parents/carers are asked to check these details annually. A password system is also used for extra verification if the child is being collected by a person unfamiliar to the setting.

During the child's settling session, staff will establish who will normally collect the child at the end of sessions. Children normally have photographs of close family members in their family books so these may be used if extra verification is needed.

If a child is not collected at their expected collection time, we follow the procedures below:

- Discussions with staff take place to check for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted via the contact details given.
- If this is unsuccessful, the child's emergency contacts are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, the following procedure will be followed:
 - We will make contact with the Local Authority Social Services Department (South East Hub 0300 123 1620). If the children's social care team is unavailable, we will contact the local police.
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - The child will stay at the setting in the care of two of our fully-vetted staff, one of whom will be our manager or deputy manager, until the child is safely collected either by the parents/carers, by a social care worker, or by another person specified by social care.
 - 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 we go looking for the parent, nor leave the setting premises with the child unless instructed to do so by the agencies involved.
 - A written report of the incident will be recorded in the child's registration file.
- The Pre-School reserves the right to charge parents for late collections. In this case parents will be informed by a member of staff who will ask whoever collects to complete a late collection slip. This would then be invoiced for. This is charged at a rate of £5 for the first 10 minutes and £1/minute thereafter.
- Ofsted will be made aware if Social Services or the police are contacted.

Policy written August 2021

