

UNCOLLECTED CHILD POLICY

Policy Statement

In the event that a child is not collected by an authorised adult by their expected collection time, Longwick Pre-school 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. The child will receive a high standard of care in order that as little distress as possible occurs.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child/children will be properly cared for.


Procedures

- Parents/carers are asked to provide the following specific information when their child/ren starts attending our setting, which is recorded on our Nursery Management System, Family:-
 - 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;
 - Place of work, address and telephone number (if applicable);
 - Mobile telephone number (if applicable);
 - Names, addresses, telephone numbers and password of adults who are authorised by the parents to collect their child from Longwick Pre-school, 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.
- If parents/carers 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/ren, are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child/ren. We agree with parents how to verify the identity of the person who is to collect their child using a password agreed at the time of registration of the child. If the person collecting the child is not able to give the correct password, the child will not be released to the adult without verification from the parent/carer.
- Parents are informed that if they are not able to collect the child as planned, they must inform Longwick Pre-school staff so that we can begin to take back-up measures. Our contact telephone numbers are: 07564 819666/01844 342562.
- If a child is not collected at their expected collection time, we follow the procedures below:-
 - The Family app and 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 - and whose telephone numbers are recorded on the Family app - 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 child's profile on the Family Nursery Management System.

- 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, we apply the procedures for uncollected children;
 - If we have any cause to believe the child has been abandoned, we contact the local authority children’s social care team. If the children’s social care team is unavailable (or as our local authority advise) we will contact the local police;
 - Or the out of hours duty officer (where applicable) on **0800 999 7677**.
- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at the setting in the care of two staff members, one of whom will be our Pre-school Manager or Deputy Manager until the child is safely collected either by the parents or 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 to look for the parent, nor leave the setting premises with the child;
 - We ensure that the child is not anxious, and we will not discuss our concerns in front of 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.
- Ofsted may be informed.
- The local Early Years Alliance office / Development Worker may also be informed.

Contact numbers –

- **First Response – 01296 383 962**
- **Ofsted – 0300 123 1231**
- **Police – 101 or 999**
- **Early Years Alliance – 0207 697 2500**

<i>Date Policy Implemented</i>	<i>November 2018</i>
<i>Signed</i>	
<i>Name and Role</i>	<i>Alex Barter, Committee Management Chair</i>
<i>Date of Last Review</i>	<i>November 2023</i>
<i>Date of Next Review</i>	<i>November 2024</i>