

1.3 Uncollected Child

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. 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 so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parent(s)/carer(s) are asked to provide the following specific information when their child starts attending our setting, which is recorded on the child's Registration Form.
 - Name, home address and telephone number of parent(s)/carer(s).
 - Work telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Email address (if applicable)
 - A password to be used when someone other than the parent/carer is collecting the child.
 - Emergency contacts of at least two people which need to include the name, relationship to child, address and phone number of the contact.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
 - If required, a Permission to pick up form can be completed with additional names and telephone numbers of people authorised to collect the child.
- On occasions when parents (or the persons normally authorised to collect the child) are not able to collect their child they provide us with the details of the name and telephone number of the person who will be collecting their child. Parents will be asked to confirm that the person collecting knows the password for their child.
- 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. Our contact telephone number is 07895 180207.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The days collection sheet is checked for any information about changes to the child's 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 Registration Form or Permission to pick up form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- If we are unable to speak to any of the contacts for the child, the manager/deputy may try to speak to a known close friend of the parent.
- The child does not leave the premises with anyone other than those named on the Registration Form or Permission to pick up form.
- If no-one can be contacted the child stays at the setting in the care of two of our fully-vetted practitioners, one of whom will be our manager or deputy manager until the child is safely collected.
- An additional practitioner may go to the child's home address to try and locate a parent/carer but under no circumstances will we leave the setting premises with the child.
- We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- In the unlikely event that no-one is contactable or arrives to collect the child within 3 hours, we will contact the local authority children's social care team.
- 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.
- A full written report of the incident may be 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: