



UNCOLLECTED CHILD POLICY

September 2021



Learning Changes Lives

Uncollected child policy

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

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our admissions form
 - home address and telephone number
 - two people who can be contacted in an emergency and their information
 - mobile telephone number
 - names of adults who are 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.
 - a password that can be used by unfamiliar people picking up their child
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with details of the name of the person who will be collecting their child and they must know 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.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - Check any messages recorded regarding a change in pick up arrangements.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the emergency contacts 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 admissions form.

If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.

- Contact the local authority children's social care team: 03000 41 11 11
- Or the out of hour's duty officer (where applicable): 03000 41 91 91
- The child stays at the setting in the care of two of our fully qualified workers, one of whom will be the manager or member of SLT, until the child is safely collected either by the parents or by a social care worker.
- Social services 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.
- We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- A full written report of the incident is recorded.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked.