**1.5 Uncollected child**

# **Policy**

In the event that a child is not collected by an authorised adult at the end of a session we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to them. We ensure that the child receives a high standard of care in order to minimise distress. 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 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 (alternative number if no home telephone)
* Place of work, address and telephone number.
* Mobile telephone number
* Names, addresses, telephone numbers of adults authorised to collect the child.
* Who has parental responsibility for the child.
* Information about any person who does not have legal access to the child.
* Parents inform us of alternative contact details on a particular day.
* Parents inform us if an alternative person is authorised to collect on a particular day.
* We agree with parents on how to verify the identity of the person this can be by either a photo sent to the preschool mobile or by a password system that both the parents and preschool are aware of.
* 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.
* We provide parents with our contact telephone number. Contact must be made before close of business.
* We inform parents that we apply our child protection procedures as set out in our child protection policy if a child is not collected from setting by an authorised adult within 30 minutes of closing time.
* We remind parents that staff may have children to collect and are often unable to stay after their contracted hours of work without making alternative arrangements.
* We inform parents that they may incur a financial penalty if they do not collect their child on time. **A charge will be made at the current hourly rate for every half hour the child is uncollected.**
* We inform parents that if they persistently fail to collect their child on time this may result in withdrawing the child’s place.

**If a child is not collected at the end of the session we follow the procedure below:**

* Staff check for any messages to ensure any information about changes to the normal collection routines has not been missed.
* Parents/carers are contacted. If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting 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 unless otherwise stated by the parent of the child.
* If no-one collects the child within 30/60 minutes of the pre-school closing and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* We will contact the police – call 101.
* The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
* Police/ 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 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 incident file.
* We may need to inform Ofsted.

**This policy was adopted at a meeting of Woolston Pre-Schools held in June 2015**

**Last reviewed October 2023**

**Name of signatory:**

**Role of committee:** Chair

Date

Signature

**Woolston Preschool manager and DSL**

Name **Gemma Woodward**

Date

Signature