



Uncollected Child Policy

Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session / day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. There will always be a minimum of 2 members of staff present as stated in our 'Safeguarding Children Policy'.

In the event that a child is not collected by an authorised adult, we will ensure that the child receives 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

1. Before the event

a) Parents of children at the setting are asked to provide the following specific information, which is recorded on our Registration Form:

- 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).
- 2 Emergency contacts are ideally required. These should be local to Neston, Wiltshire.
- Names, addresses, telephone numbers of people 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.

b) On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our diary each time it occurs and gives clear instructions of who to contact.



c) On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details (in our diary) of who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child by use of a password (this can be put on the Registration Paperwork).

d) 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.

e) We inform parents that we will apply our child protection procedures as set out in our 'Safeguarding Children Policy', in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

2. During the event

a) If a child is not collected at the end of the session/day, we follow the procedures below:

i) The diary/child's file is checked for any information about changes to the normal collection routines.

ii) If no information is available, parents/carers are contacted at home or work.

iii) If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the Registration Form – are contacted.

iv) All reasonable attempts are made to contact the parents or nominated carers.

v) The child does not leave the premises with anyone other than those named on the Registration Form or in their file or in the diary.

vi) If no one collects the child after the setting has closed and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children – we will wait for 30minutes before implementing these next steps:

We contact the Single Point Access team on: **0300 247 0090**

- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by parents or by a social care worker.
- Social care will aim to find the parent or authorised adult. If they are unable to do so, the child will become looked after by the local authority.



- Under no circumstances will staff go to look for the parent, nor do they take the child home with them.

3. After the Event

- a) A full written report of the incident is recorded in the child's file.
- b) Ofsted may be informed: **0300 123 1231**
- c) Our local Preschool Development Officer (Mel Pearce) may also be informed: mel.pearce@wilts.gov.uk
- d) If you are late collecting your child on 3 separate occasions, you will be asked to attend a meeting with the Play Leader and another member of management to discuss the reasons. If solutions cannot be agreed we may be forced to serve notice on your child's placement – this could relate to Preschool, Breakfast or After School Club.

This policy was formulated in consultation with staff and the Management Committee of Neston Pre-school Playgroup and was formally adopted at a committee meeting held on 19 / 9 / 2016. This policy was reviewed and updated on 09/10/2021

Signed on behalf of the Management Committee:

Print Name: Lisa Heyde

Role of Signatory: Chairperson

Date to be reviewed: December 2022