



## **1.4 UNCOLLECTED CHILD**

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### **Policy statement**

**In the event that a child fails to be collected by an authorised adult, at 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 contact information when their child starts attending our setting, which is recorded on our Application Form.
- Children are collected from the Rainbow Room at the end of the session by the parent or carer, previously agreed and nominated to do so.
- If another person is to collect the child, the usual parent/ carer must inform us of the date, name of person collecting, and if necessary, his/her telephone number. This is recorded in the Collection Book and signed.
- In the unlikely event that another relative or person arrives to collect a child without us being informed, we will be unable to release the child unless we can contact the usual parent/ carer for permission to do so.
- In the case of a Care Order, any change in routine concerning the person delivering or collecting the child, must be relayed to managers **in writing**.
- If a child is not collected at the end of a session, we will try to contact the parent/carers. If this fails we will contact the emergency number kept on the Registration form. The child will be kept at Pre-school with a leader until he/she is collected.
- If after repeated attempts we fail to contact a parent/carers, and the child is still uncollected after 30mins, we will contact the local authority's social care team- CSF: 0300 1234043. The child will be taken to the home of the fully vetted manager or deputy, and supervised by 2 vetted members of staff until collected by parents or a social care worker. Police will be informed if necessary.
- 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. Pre-school staff will not attempt to find the parent.
- 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 in the child's file, and Ofsted may be informed.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.