Uncollected Child Policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

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.

Objectives and procedures:

1. Information is collected from parents/carers before they start at pre-school:

* Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
* 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
* work telephone number (if applicable)
* mobile telephone number (if applicable)
* names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent
* information about any person who does not have legal access to the child
* who has parental responsibility for the child

2. We make sure we are kept up-to-date with any changes of contact details or changes to who is normally authorised to pick up the child:

* On occasions when parents are aware that they will not be at home or in their usual place of work, they are expected to let Mel or Trudy know by email/ text.
* On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, parents must inform Mel or Trudy by email/ text or let a member of staff know when they are dropped off. Details of the person collecting are needed: name, telephone number and relationship to child. If possible, a photo of the person collecting the child is sent. Staff make a note on the whiteboard of change of pick up and ensure the person letting the child out at the end of the session is made aware.
* 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 procedures. We provide parents with our contact telephone number.

3. We have clear procedures in place if a child is not collected at the end of a session:

* The white board/ collection book is checked. The child will be reassured and kept occupied within the setting.
* A child is classed as uncollected 15 minutes after the end of the pre-school session.
* Parents/ carers are contacted – telephone numbers are on the Registration forms. This action is continually repeated.
* 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 and in the Collection Book.
* If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* We contact our North Yorkshire social care department (Tel. No 0845 0349410 / 01757 213651) or the child protection team on 01609 780780/ 01609 779838 (out of hours)
* The child will stay at the setting in the care of two fully vetted workers until the child is safely collected by the parents or the social worker.
* Under no circumstances are staff to 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 child’s file. Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
* If there are recurring incidents of late collection, a meeting is arranged with the  
  parents to agree a plan to improve time-keeping and identify any further support that may be required. Charges will be incurred on repeat offences.

M. Riches July 2023