

## 1.7 Uncollected child

### 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. The child will receive a high standard of care 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 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* – for both parents
  - *Mobile telephone number* – for both parents
  - *Email address* – for both parents
  - *Password* – a memorable password for use at collection by authorised adults not the parents
  - *Names, telephone numbers and photographs 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.*
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing 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 written details of the name, telephone number and photograph of the person who will be collecting their child. This person will need to be able to provide the setting with the agreed password and sign the “Collecting a Child” form.
- Parents are informed that if they are not able to collect the child as planned, they must inform the preschool via telephone or Blossom Messenger service.
- We inform parents that we apply our child protection procedures if their child/ren are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - Check with the Office Manager regarding any changes to the normal collection routine.
  - If no information is available, parents/carers are contacted at home or at work.
  - 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.

- 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.
- 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 as follows:
  - We contact the Integrated Front Door Service
  - The child stays at setting in the care of two members of staff until the child is safely collected either by the parents or by a social care worker.
  - 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 will 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 preschool's safeguarding folder.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- We will need to report the incident online to Ofsted.