



Non-Collected Children Policy

We expect children will be picked up at the usual time of 12pm or 3pm (If your child is doing a longer session) Monday – Thursday, or 1pm from lunch club and if they are not, we will assume an emergency has caused the delay.

In the event that an authorised adult does not collect a child at the end of a session, the preschool will put into practice agreed procedures. These will ensure that an experienced and qualified practitioner who is known to the child, cares for the child safely.

Aim

In the event that an authorised adult does not collect a child, 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.

Methods

The parents of children starting at the pre-school 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.
- Their place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names and addresses, telephone numbers and signatures 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.
- 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 by letter or email.
- On occasions when parents or the person normally authorised to collect the child are not able to do so, the parent must inform the manager or the member of staff on the door in the

morning who the person collecting the child that day is. The parent must then ensure that the person collecting the child that day has the password in order for the child to be released into their care.

- 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 use back-up procedures. We provide parents with our contact telephone number. We also inform parents that, in the event that their child is not collected from the pre-school by an authorised adult and the staff can no longer supervise the child on our premises – we apply our child protection procedures as set out in our child protection policy.

If a child is not collected at the end of the session, we instigate the following procedures:

- 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 or the person we have been informed of prior to pick up.

If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children.

- 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 social workers
- Social Services will aim to find the parents or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are any members of staff to go out to look for the parents, nor do they take the child home with them.
- A full written report of the incident is recorded in the child protection file.
- Depending on circumstances, we reserve the right to charge the parents for the additional hours worked by the staff.
- Ofsted may be informed.