



1.5 Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult by 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 the following specific information when their child starts attending our setting, which is recorded on their child's Registration Form:
 - The name(s) of the adult(s) who the child lives with
 - Contact details of 2 parent/carers
 - Who has parental responsibility for the child
 - Sibling details – Names and Dates of birth
 - Home address for the child
 - Landline and mobile telephone numbers of each adult the child lives with
 - Place of work, address and telephone number -if applicable
 - GP details
 - Professionals involved with the child
- In addition to this we require Parents to fill in an Emergency Contacts Form which contains:
 - Names, addresses and telephone numbers of 3 additional adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent in the case of an emergency
 - Medical details
- On occasions when parents are aware that they will not be at home or in their usual place of work, they are asked to inform us 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 details of the name and telephone number of the person who will

be collecting their child. We agree with parents that the password they provided for collection will be used by the person collecting their child.

- 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. Our contact telephone number is **01908 566459**.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.
 - 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 and whose telephone numbers are recorded on the Emergency Contacts Form are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - Ensure the child does not leave the premises with anyone other than those named on the Registration Form, Emergency Contacts Form or who the parents have authorised.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we will contact the police.
 - The child stays at the setting with the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or until the police decide on best course of action.
 - The police 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 we go to look for the parent, nor leave the setting premises with the child.
 - 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 safeguarding file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked, Please see our **Late collections policy 10.14**
- Ofsted may be informed: **OFSTED 0300 123 1231**