

WHITLEY LODGE UNDER FIVES

THE NON-COLLECTION OF CHILDREN POLICY

Statement of intent

In the event that a child is not collected, by an authorised adult, at the end of a pre-school session/day, we will 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.

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.

Procedures

1. Parents of children starting at the pre-school are asked to provide specific information which is recorded on our Registration and Collection Forms and at each session in the 'Diary' as detailed below:

Details on the registration and collection forms include the following information:

- home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or relative
- parent's place of work and telephone number
- mobile telephone number (if applicable)
- who has parental responsibility for the child
- names, addresses and telephone numbers of all adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent
- information about any person who does not have legal access to the child.

In the 'Diary':

- Parents/carers should indicate the name of the person who will be collecting their child, whose details should be on the collection form. We agree with parents how the identification of the person who is to collect their child will be verified.
 - If parents know they will not be available at home or their usual place of work they should inform us where they can be contacted
2. 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. If a child is not collected at the end of the session/day, we follow the following procedures:

- the Diary 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 from pre-school - and whose telephone numbers are recorded on the Collection Form - are contacted;
- all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home;
- the child stays at pre-school in the care of two fully-vetted workers until the child is safely collected;
- the child does not leave the premises with anyone other than those named on the Registration/Collection Form and in the Diary;
- if no one collects the child after an hour and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Safeguarding Children Policy. We contact our local authority social services department (telephone number 0345 2000109)
- we ensure that the child is not anxious and we do not discuss concerns in front of them
- a full written report of the incident is recorded and depending on circumstances, we reserve the right to charge parents for any additional hours worked by our staff
- Ofsted may be informed (telephone number 0300 1234666)