

1.6 Uncollected child

Policy statement

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. 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.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping safe 1.4 Health and well-being	2.2 Parents as partners	3.4 The wider context	

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 - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - Parents/guardian must provide a password on their child's registration form where requested so staff may ask for this when informed a new unknown person to us is collecting their child.

- 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 available to contact if their child falls ill or there is an emergency, they must ring the setting and inform them of the person who will be collecting. Staff will then ask for the child's security password before allowing them to leave the setting.
- On occasions when parents or the persons normally authorised to collect the child cannot collect the child, they must provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed on induction, that if they are going to be late or cannot collect, they must ring and inform us.
- If we do not have any contact from parents/guardian's, we will apply our child protection procedures as set out in our child protection policy. In the event that their child/children are not collected from setting by an authorised adult and we have not been able to contact any named persons on the registration form, after 20 minutes will ring the local authority and inform them of the uncollected child. Staff will stay with the child for up to one hour after closing time or until the local authority say it's safe for them to take custody of the child whilst they investigate.
- If a child is not collected at the end of the session/day, we follow the following procedures:
- 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 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 in their file.
- If no-one collects the child after 20 minutes and there has been no contact or communication with any of the authorised named persons on the registration form, we apply the procedures for uncollected children.
- We contact our local authority children's social services care team:

01452 426565

(telephone number)

- The child stays at setting in the care of two staff, one of those staff must be DSL lead (Chanelle, Kayleigh or Jane), 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 do 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 child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted need to be informed as soon as practicably possible

0300 1231231

(telephone number)