



Uncollected child

In the event that a child is not collected by an authorised adult, by their expected collected 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 child 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 our Registration Form:
 - Home address and telephone numbers (if parents do not have a home telephone number an alternative number must be given)
 - Place of work, address and telephone number, if applicable
 - Mobile telephone number
 - Names, addresses, telephone numbers and signatures of the adults who are authorised by the parents to collect their child from the setting
 - Who has parental responsibility for the child
 - Information about any persons who does not have legal access to the child
- It is the responsibility of parents/carers to inform Stretton Pre-School of any changes to the above information as soon as possible.
- On occasion when parents are aware that they are not going to be at home or in their usual place of work, they 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, address and telephone number of the person who will be collecting their child. We agree with parents a password and ask the persons collecting to bring photographic ID.

- Parents are informed that if they are not able to collect the child as planned, they must inform the Pre-school so that we can begin back up measures - Our contact numbers 01733 248048 (Main Street) and 01733 746521 (Fourfields)

Uncollected Child 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 - 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 within one hour of their expected collection time and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children
- We contact the local authority children's social care team: Cambridgeshire Direct Contact Centre 0345 0455203 (8am-8pm Monday - Friday)
- Or the out of hours duty officer - 01733 234724
- The child stays at the setting in the care of two, fully vetted practitioners, one of whom is the Pre-School Supervisor or Senior Room Practitioner until the child is safely collected by either the parents/carer or by a social care worker
- Social care will aim to find the parents 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 parents, 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 the child
- 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
- Ofsted may be informed: 0300 123 1231

This policy was adopted by

Stretton Pre-School

On

06 October 2016

Date to be reviewed

Annually

Signed on behalf of the provider

Name of signatory

Sarah Morris

Role of signatory

Chair person