



Uncollected Child Policy

Pre-school Manager: Nicky Benson-Dare

This policy will be reviewed annually. It will also be revised following any concerns and/or updates to national and local guidance and procedures.

Statement

In the event that the authorised adult does not collect a child at the end of a session, we will put into practice the agreed procedures. These procedures ensure that two practitioners known to the child, ideally the child's key worker and another team member care for the child whilst contact is made with the child's parents.

The child will receive a high standard of care in order to cause as little distress as possible to them.

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 during the time of delay.

Procedures

Parents/carers of children starting at the pre-school are asked to provide the following specific information, which is recorded on our Admissions Form:

- Home address and telephone number (including home and mobile numbers)
- Work telephone number including area code (if applicable).
- Names, addresses, telephone numbers (including both mobile and home) of adults who are authorised by the parents to collect their child from the pre-school.
- We ask that authorised person/s be introduced to the pre-school prior to the child starting, if this is not possible a photograph of the authorised person/s are requested and added to the child's folder.
- Indication of who has parental responsibility for the child.
- Information about any person/s who does not have legal access to the child, including a photograph if possible, this is added to a child's records. It is the parent/carers responsibility to ensure this information is updated regularly.

We ask that on occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing, via email or text as to how they can be contacted.

We ask that 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 to be used to verify the identity of the person collecting their child. If another adult arrives to collect a child and we have received no contact from the parent, the children is kept at pre-school until we can contact the parent/carer and verify who the person is.

If a child is not collected at the end of the session, and a 15 minute time period has gone past, we:

- Check the child's file for any information about changes to the normal collection

routines.

- If no information is available, parents/carers are contacted at home or at work using the contact numbers on the child's admissions form, if no reply we will leave a message stating the time, date and person calling and giving a telephone number to return the call.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the pre-school - and whose telephone numbers are recorded on the Admissions Form - are contacted, again if no reply we will leave a message stating the time, date and person calling and giving a telephone number to return the call.
- 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 Admissions Form.
- If another group is using the premises the child and practitioners will wait in the church next to the setting.
- If after a period of one hour has passed, and despite all telephone numbers of the parents and emergency contacts being tried, we will contact our local authority children's social care team, requesting advice and direction.