

NON COLLECTION OF A CHILD

In the event that a child is not collected by an authorised adult at the end of a session/day, the Pre-School 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.

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 display our policies and procedures in our foyer for parents/carers so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Parents of children starting at the Pre-School are asked to provide specific information which is recorded on our Registration Form, including:

- 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
- Work telephone number (if applicable);
- Mobile telephone number (if applicable);
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
- Information about any person who does not have legal access to the child.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name and relationship to the child of the person who will be collecting their child on the appropriate form. The person who is collecting their child is then verified by use of a password.

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.

If a child is not collected at the end of the session, we follow the following procedures:

- The appropriate forms are 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 Pre-School - 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 Details or on appropriate collection forms.

If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we apply the following procedures for uncollected children.

- We contact the local police to check whether an accident has been reported (101).
- We contact our local authority social services department (First Response)
- The child stays at the Pre-School in the care of two staff members until the child is safely collected either by the parents or by a social worker.
- Social services will aim to find the parent or relative, if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to 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 or expenses incurred.

