



CENTRAL@RLK

POLICIES AND PROCEDURES

1.4 - UNCOLLECTED CHILD

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we 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. The child will continue to receive a high standard of care, as would normally happen, in order to cause as little distress as possible.

Central@RLK inform parents/carers of the settings procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents of children starting at the setting are asked to provide the following specific information which is recorded in our Registration Pack:
 - Home address and telephone number - if the parents do not have a telephone, an alternative number of a person authorised to collect MUST be given.
 - Mobile telephone number and email address (if applicable).
 - Names, addresses, telephone numbers and relationship status of adults who are authorised by the parents to collect their child from the setting.
 - Names of those who have parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
 - A chosen password, which will be requested by staff members in the event that it is not the primary carer who comes to collect the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, it is requested that they inform us in writing, where possible, of appropriate contact details for this duration.
- On occasions when a parent or the persons normally authorised to collect the child, are not able to collect the child, the parent/carer must provide the setting with the name of the person they have nominated to collect their child (either by telephone, in person or in writing). The parents are responsible for also providing this person with the correct 'Collection Password'. A password which is determined by the parents before the child's first day (and every September after that). Central@RLK will request that the person collecting completes a 'Collection Form' including information such as the child's name, the name of the person collecting and the password. Staff members will then check this information is correct before allowing the child to leave the premises. If any of this information is not correct, parents will be contacted and the child will not be allowed to leave until the identity of the person and permission for collection has been verified.



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- Should the process of an unrecorded person collecting the child, take the staff over their working hours, Central@RLK reserves the right to charge parents for this time.
- 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 measures. We provide parents with our contact telephone number (on all documentation such as letters, newsletters etc.)
- We inform parents that we apply our child protection procedures in the event that their children are not collected from the setting by an authorised adult within 30 minutes after the setting has closed, when the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The child's file and daily register is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted on all available contact numbers provided.
 - 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 in the Registration Pack - 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 in the Registration Pack, unless parents have been in contact to inform the setting of this, and the correct password is provided by the nominated person on collection.
 - If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact our local authority children's social care team on:

01793 466903

For full day care, this will be the out of hours duty officer on:

01793 436699

- The child stays at the setting in the care of two DBS cleared staff members or committee members, until the child is safely collected either by the parents, a nominated person (if parents have been able to make contact) 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 will 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.
- Central@RLK reserves the right to charge parents for the additional hours worked by our staff and any charges staff members may have incurred (if the late collection made them late to collect their own children).
- Ofsted may be informed:

0300 123 1231



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Other useful Pre-school Learning Alliance publications:

- Safeguarding Children (2010)

This policy was adopted at a meeting of	Central@RLK
Held on	27 th July 2015
Date to be reviewed	July 2016
Signed on behalf of the management committee	
Name of signatory	Rebecca Davies
Role of signatory (e.g. chair/owner)	Chairperson