



St. Michael's Pre-school Policies and Procedures

1.4 Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection 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 children 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 number - if the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Mobile telephone number (if applicable).
 - Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from the setting, for example a childminder or grandparent.
 - Information about any person who does not have legal access or with whom you do not wish to have contact with your child.
- On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted.
- On occasions when parents/carers, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with a name and contact number of the person who will be collecting their child. We agree with parents/carers how to verify the identity of the person using a password and request a form of photographic identification on the collection of the child.
- Parents/carers 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. Our contact telephone number is 07849 722670.

- If a child is not collected at their expected collection time, we follow the procedures below:
 - The register is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted using the information held on file for them.
 - 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 as previously advised.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no named person who can be contacted to collect the child, we apply the procedures for uncollected children.
 - If we have any cause to believe the child has been abandoned we will contact the local authority children's social care team.
 - If the children's social care team is unavailable we will contact the local police or the out of hours duty officer (where applicable).
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - The child stays at the setting in the care of two of our fully-vetted officials which may include DBS checked Trustees., one of whom will be our manager or deputy manager, until the child is safely collected either by the parents/carers or by a social care worker, or by another person specified by social care.
 - Under no circumstances will we go to look for the parent/carer, 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 them.
 - A full written report of the incident is recorded in the settings safeguarding file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed.

This policy was adopted by

St Michael's Trustee Committee

~~12th April 2016~~ ~~9th July 2018~~

On

~~13-05-19~~ 22-09-22

Date to be reviewed

Every 3 years or as required

Signed on behalf of the provider

Hannah Cameron

Name of signatory

Hannah Cameron

Role of signatory (e.g. chair, director or owner)

Chairperson

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)