

1.4 Uncollected Child Policy



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 ensure that parents/carers are informed of the procedures so that if they are unavoidably delayed, they will be reassured that their child will be properly cared for within the setting.

Procedures

When children first register with the setting the parents complete a Registration Form. This includes important information such as:

- home address, land line and mobile telephone number.
 - place of work and contact telephone number (if applicable).
 - names, addresses, telephone numbers and signatures 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; and
 - who has parental responsibility for the child?
- On occasions when parents, or the persons normally authorised to collect, the child, are not able to collect the child they provide us details via email or telephone. They must inform the staff, who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child via a password system. We ensure that all parents have the settings telephone number and ask that they ring if they know they may be delayed or late in collecting their child.

If a child is not collected at their expected collection, we follow the procedures below:

- Two qualified members of staff will stay with the child.
- The diary and the child's registration will be checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers will be contacted by telephone.
- 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 on the Registration Form - will be contacted.
- All reasonable attempts will be made to contact the parents or nominated carers.

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- In no circumstances will the child be allowed to leave the premises with anyone other than those named on the Registration Form and in the diary unless expressly directed by a parent/carer.
- If non-one collects the child within 30 minutes of their expected collection time and there are no names contact who can be contacted to collect the child, we apply the procedures for uncollected children.
- If we have cause to believe the child has been abandoned, we contact the local authority children’s social care team:
- If the children’s social care team is unavailable, we will contact the local police.

Maidstone Police Station 01622 690690

Or Kent County Council 03000 412 284

- After an additional 15 minutes if the child had not been collected, we will contact the above statutory agencies again.
- The child will remain at the setting supervised by two qualified staff members including one manager until he/she is safely collected either by the parents or by a social worker. The social worker will have their ID verified by staff before collecting the child;
- Under no circumstances will staff go to look for the parent, nor do they take the child home with them. Messages are left for the parents about how to contact the Social Services team
- A full written report of the incident is recorded in the child's file and a copy given to parent/carers.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted will be informed 0300 123 1231

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| Date of Policy: | September 2020 |
| Date to be reviewed: | June 2022 |
| Signed by the Manager: | |
| Signed by the Committee: | |
| Name of signatory: | |
| Role of signatory: | |