



## PUDDLEDUCKS Nursery & Pre-School

### UNCOLLECTED CHILD POLICY

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#### Policy statement

In the event that a child is not collected by an authorised adult at the end of a booked session, the setting 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. We will ensure that the child receives 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 of children starting at the setting 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 a close relative;
  - Place of work address and telephone number (if applicable);
  - Mobile 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;
  - Who has parental responsibility for the child.
  - Information about any person who does **not** have legal access to the child
- On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how to verify the identity of the person who is to collect their child. This is usually via an agreed 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 measures. We provide parents with our contact telephone number which is 01672 562371

- If a child is not collected at the end of the session, we follow the following procedures:
  - The Child's file is 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 setting - 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 in their file.
  - If no-one collects the child after 30 minutes of their expected collection time and there is no named 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.
  - We contact our local authority children's services care team - MASH (telephone number 0300 4560108) or out of hours officer duty team (telephone number 0845 6070888). If the Children's Social Care team is unavailable we will contact the local police.
  - 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 fully vetted workers, one of whom will be the manager or deputy manager until the child is safely collected either by the parent or by a social care worker or by another person specified by social care.
  - 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 circumstance are staff to go look for the parent, nor do they take the child home with them. We ensure the child is not anxious & we do not discuss our concerns in front of 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.
- Ofsted may be informed (telephone number 0300 123 1231).