



UNCOLLECTED CHILD PROCEDURE

Policy Statement

In the event that a child is not collected by an authorised adult by their expected collection time (at the end of a session or pre-school 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. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents and 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 pre-school are asked to provide the following specific information which is recorded on our Registration Form:

- Full name and date of birth of the child
 - Name, home address and contact numbers of every parent and/or carer who is known to us.
 - At least two emergency contact numbers
 - Parents place of work, address and telephone number (if applicable).
 - Who has parental responsibility for the child.
 - Who has legal access to the child.
 - Which parent(s) and/or carer(s) the child normally lives with.
 - Names and contact numbers of adults who are authorised by the parents to collect their child from pre-school.
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- On occasions when parents, or the persons normally authorised are not able to collect the child, they provide us with written details on the Registration Form of another responsible adult who will be collecting their child. We verify the identity of this person by not releasing the child to them unless they know the password that has been stated on the Registration Form by the parent.
 - Parents must inform us immediately if they are not able to collect the child as planned so that we can begin to take back-up measures. We provide parents with our contact telephone number.



UNCOLLECTED CHILD PROCEDURE (continued)

- We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after pre-school has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of their 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 and carers are contacted at home, at work, on their mobile phone and on the emergency contact number.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting 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 one hour and there is no-one who can be contacted to collect the child, we apply the following procedures for uncollected children:
 - We contact our local authority Child Protection Team on 0118 937 3641
 - The child stays at setting in the care of two members of fully vetted staff, one qualified to Level 3, until the child is safely collected either by the parents or by a social worker.
 - We ensure that the child is not anxious and we do not discuss any concerns in front of them.
 - 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 or take the child home with them.
 - A full written report of the incident is recorded in the child's file.
- Ofsted may be informed.
- Depending on circumstances, we reserve the right to charge parents a "Late Collection Fee" for the additional hours worked by our staff.



UNCOLLECTED CHILD PROCEDURE (continued)

Late Collection of Child

We understand when there is a real one-off emergency and you cannot get to pre-school on time to collect your child. In these circumstances, we ask you to telephone pre-school immediately to let us know the situation and to inform us which of the authorised adults named on the Registration Form will be collecting your child on your behalf.

However, if your child is regularly collected late from pre-school, this causes us issues with staffing and costs. We therefore reserve the right to charge the following "Late Collection Fees" when children are persistently being collected late from their session at pre-school:

Up to 10 Minutes Late	£5.00
11 – 20 Minutes Late	£10.00
21 – 30 Minutes Late	£15.00
31 – 40 Minutes Late	£20.00
41 – 50 Minutes Late	£25.00
51 – 60 Minutes Late	£30.00

We further reserve the right to double these fees if late collection occurs at the end of the day.