

Meppershall Pre-school

Uncollected Child Policy

Statement of Intent

In the event that a child is not collected by an authorised adult by their expected collection time Meppershall Pre School will put into practice agreed procedures. These will ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aims

Our aim is to ensure that the child receives a high standard of care in order to cause as little distress as possible. We will 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 within the setting.

Procedures

Parents are each asked to provide the following specific information when their child starts attending Meppershall Pre School, which is recorded on each child's Registration Form:

- Home address and telephone number - if the parents do not have a landline, an alternative number must be given, perhaps a mobile
- Place of work, address and telephone number (if applicable).
- Mobile telephone number
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Indicate 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 are asked to inform us in writing of 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 provide us with written details of the name and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child eg sending a photo via WhatsApp, they **MUST** provide the full name of the individual collecting and verification will be sought by staff e.g. showing staff their driving licence, **MUST** be given the password, which they will be asked for before the child is released.



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. Our contact telephone number is 07816 357159.

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

- The Pre School diary and parental messages are checked for any information about changes to the normal collection routine.
- If no information is available, parents/carers are contacted by phone.
- 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 who a parent has given written permission to collect, as detailed above
- If no-one collects the child within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact the Central Bedfordshire Social Care Team via the Access and Referral Hub on 0300 300 8585.
- If the Children's Social Care Team are unavailable, or as the Access and Referral Hub advise we will contact the local police by calling 101.
- 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 members of staff, one of whom will be our Leader or Deputy, until the child is safely collected either by the parents 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 we go to look for the parent, 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 child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked.

- Ofsted may be informed: 0300 123 4666
- Our Childcare Development Officer, Laura Ross may also be informed: 0300 300 5939

Date approved by Pre-school committee	
Signed by Pre-school leader	

Signed by Pre-school chair	
Signed by Pre-school staff	