

## 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. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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.

If you are late collecting your child from Pre-School a late collection penalty charge of £20 will be applied at the committee's discretion.

### Procedures

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or 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. Authorised persons must be 16 years old or above.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child (with documentation as evidence).
- On occasions when parents are aware that they are not contactable in the usual way, they inform us in writing by text message, email or in our Collection Book of how they can be contacted or who can be contacted instead.
- 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 through the use of a confidential 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.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult within 30 minutes of their expected collection time and the staff can no longer supervise the child on our premises.
- If a child is not collected at their expected collection time, we follow the following procedures:
  - The collection book, emails and text messages are 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, in their file or collection book.
  - 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 and contact the Multi Agency Safeguarding Hub (MASH) team:
    - If the Multi Agency Safeguarding Hub (MASH) team is unavailable or as our local authority advise we will contact the local police  
0300 1261000

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For full day care, this will be the out of hours duty officer:

0300 1261000

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- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at setting in the care of two fully-vetted workers 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 staff 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 by our staff.
- Ofsted may be informed:  
0300 123 1231
- The local Early Years Alliance office/Development Worker may also be informed.



## Other useful Early Years Alliance publications

- Safeguarding Children (2010)

This policy was adopted at a meeting of

Crick Pre-School

Held on

7<sup>th</sup> December 2022

Last reviewed

7<sup>th</sup> December 2022

Date to be reviewed

October 2023

Signed on behalf of the management committee

Name of signatory

Laura Montgomery

Role of signatory (e.g. chair/owner)

Chair