



Old Court Community Pre-School

Station Road, Royal Wootton Bassett

Wiltshire, SN4 8QY

Tel: 01793 849783

Email: oldcourt@talktalk.net



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. 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.

Procedures

- Parents are asked to provide the following specific information when their child starts attending our setting, 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.
 - 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 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, address 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.
- 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 01793 849783.



Old Court Community Pre-School

Station Road, Royal Wootton Bassett

Wiltshire, SN4 8QY

Tel: 01793 849783

Email: oldcourt@talktalk.net



- If a child is not collected at their expected collection time, we follow the procedures below:
 - The register 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 - and whose telephone numbers are recorded on the Emergency Contacts 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 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 local authority children's social care team:
If the children's social care team is unavailable [or as our local authority advise] we will contact the local police

MASH: 0300 4560108

(name and phone number)

-
- **Out of hours team – 5.30 pm onwards**

0845 6070888

(name and phone number)

-
- **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 of our fully-vetted workers, one of whom will be our manager or deputy manager 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.



Old Court Community Pre-School

Station Road, Royal Wootton Bassett

Wiltshire, SN4 8QY

Tel: 01793 849783

Email: oldcourt@talktalk.net



- 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. If we have not heard from the parent/carer and it is on a regular basis that they are late collecting we charge £2.50 for every 5 minutes they are late.
- Ofsted may be informed:

Tel: 0300 1231231

This policy was adopted by

Old Court Community

Pre-school

On

29/06/2020

Date to be reviewed

June 2021

Signed on behalf of the provider

Name of signatory

Hannah Carter

Role of signatory (e.g. chair, director or owner)

Chairperson