

# West Hallam Village Pre-School

## Uncollected Child Policy

### Policy statement

In the event that a child is not collected by an authorised adult at the end of the Pre-School session, West Hallam Village Pre-School 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.

### Aim

In the event that a child is not collected by an authorised adult, 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 child will be properly cared for.

### Procedures

- 1 Parents of children starting at the Pre-School are asked to provide specific information which is recorded on our Registration Form and our Parental Responsibility form, including:
  - Who has parental responsibility for the child.
  - 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 or designated family friend;
  - Place of work, address and telephone number (if applicable);
  - Mobile telephone number (if applicable);
  - Names, addresses, telephone numbers and relationships of adults who are authorised by the parents to collect their child from Pre-School, for example a childminder or grandparents;
  - Information about any person who does not have legal access to the child.
  - A unique password known only by those authorised to collect the child.
- 2 On occasions when parents are aware that they will not be at home or in their usual place of work they should inform staff who will record this in the Communication Book.
- 3 On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we record the name and telephone number of the person who will be collecting their child in our Communication Book. We agree with the parents how the identification of the person who is to collect their child will be verified, e.g. a password, and ask the parent to complete the Parental Responsibility Form with the person's details at the next session.

- 4 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 procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their child is not collected from Pre-School by an authorised adult and the staff can no longer supervise the child in our premises, we apply our child protection procedures as set out in our Child Protection & Safeguarding Policy.
- 5 Parents/authorised persons are requested to arrive at Pre-School approximately 5 minutes before the end of each session to ensure no delay.
- 6 If a child is not collected at the end of the session, we follow the following procedures:
  - 1 The communication book is checked for any information about changes to the normal collection routines;
  - 2 If no information is available, parents/carers are contacted at home or at work;
  - 3 If this is unsuccessful, the adults who are authorised by the parents to collect their child from Pre-School, and whose telephone numbers are recorded on the registration form, are contacted;
  - 4 All reasonable attempts are made to contact the parents/carers;
  - 5 The child does not leave the premises with anyone other than those named on the Parental Responsibility form;
  - 6 If no one collects the child and the premises are closing, or staff are no longer available to care for the child, we contact our local authority children's social care team (telephone number **08456 058 058** and inform Ofsted (telephone number **0300 123 1231**). If the children's social care team is unavailable (or as our local authority advise), we will contact the local police.
  - 7 If after 15 minutes the child has not been collected, we will contact the above statutory agencies again.
  - 8 The child stays at Pre-School in the care of two fully-vetted staff members, one of which will be the Manager, until the child is safely collected by either the parents/carers or by a social care worker, or by another person specified by social care;
  - 9 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.

- 10 Under **NO** circumstances will staff go to look for the parent, nor do they take the child home with them.
- 11 A full written report of the incident is recorded;
- 12 Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- 13 Ofsted may be informed using the above telephone number.

**Late collection of children**

If a parent is repeatedly late in collecting their child, they will be given a letter explaining the importance of arriving on time.

**This policy was adopted at a meeting of West Hallam Village Pre-School Committee.**

Held on (date) .....

Signed on behalf of the Pre-School .....

Chairperson Karen Pilkington

Content amended: 1 October 2018 T009

Reviewed annually on: