



Hambledon Youth Hut
West Street
Hambledon
PO7 4RW
02392 632242
www.hambledonpreschool.co.uk

1.4 Uncollected child

Policy statement

In the event that an authorised adult does not collect a child by their expected collection time, we put into practice agreed procedures.

These ensure an experienced and qualified practitioner who is known to the child cares for the child safely. 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 of children starting at the setting are asked to provide the following specific information, which is recorded on our Registration Form and our Emergency contact, 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.
- Name(s) of 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 should inform us via email, by phone call or at drop off, of how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child, are not able to, they provide us with name, telephone number and password of the person who will be collecting their child. They then provide us with a password known to the nominated person.

The person picking up the child is then noted on the signing in sheet. We agree with parents how to verify the identity of the person who is to collect their child as they provide us with the password known to the nominated person.

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.

- If a child is not collected at their expected collection time we follow the procedures below:
 - The child's file 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 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 someone that the Parent has given permission to.
 - If no-one collects the child within 30 minutes of their expected collection time and we have tried to contact parents, if there is no named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
 - If we have any cause to believe the child has been abandoned 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
- We contact our local authority children's social care team:

01329 225379 (9am – 5pm)

Out of hours:

0300 555 1373

- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at Hambledon Pre-School in the care of two of our fully-vetted workers, one of whom will be our Supervisor or Deputy Supervisor, until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
- Social care will aim to find the parent or relative. If they are unable to do so, the local authority will look after the child.
- Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.

Safeguarding and Welfare Requirement: Child Protection

- 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 1231

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)