



Uncollected child policy

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

- When children are dropped off at Lechlade Little Learners they are signed in through the Family app. When a child leaves they will be signed out through the Family app the times will be logged and parents notified.
- We supervise the coming and going of children in and out of the setting. There will always be a member of staff at the gate ensuring the children go with an adult.
- Parents of children starting at Lechlade Little Learners 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.
 - Work telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses and telephone numbers of adults (over 18 years) other than the parents, who are authorised to collect their child from the setting (for example a childminder or grandparent) are given on a separate permission slip which is kept in the child's personal file.

- An optional password to be used in cases where an authorised person is unable to collect.
- Who has parental responsibility for the child?
- Information about any person who does not have legal access to the child. We will ask to see a copy of any court order restricting access of a parent to a child to verify the information we have been given is correct.
- 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 with the information and contact address and numbers when dropping off their child.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child we record the name of the person who will be collecting their child on Family or parents can update Family remotely. We agree with parents on how to verify the identity of the person who is to collect their child but would suggest an item of ID with name and photo or by providing a password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us by telephone or Family so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that we apply our child protection procedures in the event that their child is not collected from the setting by an authorised adult within one hour of the setting closing and the staff are no longer able to supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The diary and 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 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 or who has verified the correct password.
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children as follows:

- We contact our Gloucestershire Safeguarding Children Board's Childcare Helpline on 01452 426565 or Cotswolds community social workers on 01452 328101.
- The child stays at Lechlade Little Learners in the care of two full-vetted staff members until the child is safely collected either by the parents, authorised person 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 do 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 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 a late collection fee after the first ten minutes. Details of this charge is given to parents, in our Little Learners guide, during their child's induction visit.
- Ofsted may be informed on 0300 123 1231.

This policy was reviewed November 2021.

Signed on behalf of the committee by

This policy is to be reviewed annually unless legislation requires before.