

Lechlade Little Learners 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 parents/carers drop off their child at the setting they are asked to fill in the child's name and time of arrival on the register. When the child is collected the parent/carer should sign the register with time of departure.
- 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 in 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, address and telephone number of the person who will be collecting their child in our diary. We agree with parents 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 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 in their file 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 Cirencester social care team on 01285 881000.
 - 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 to 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.

Review

At its inception the policy was reviewed by all committee members and all employees.

It will be reviewed annually as per the policy review schedule, added to , or modified from time to time and may be supplemented in appropriate cases by further statements and procedures relating to the work of the particular group of workers.

A copy of the final policy statement will be issued to all employees, parents and committee members and will be made available within the setting.

Reviewed by the Committee Chair on

Signed: (Committee Chair)

Signed: (Setting Manager)

Version History

Version Number	Date	Changes	Published to
1.3	10.01.18	None – Annual Review	Committee Members All existing staff Displayed in parent's policy folder