



## 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 the procedures described below. We inform parents/ carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be cared for.

### Procedures

- When a parent/carer accepts a preschool place for their child, they are required to provide the following information during the registration process:
  - Home address and contact number(s).
  - Place of work, address and telephone number (if applicable).
  - Names and contact numbers for those adults who are authorised by the parents to collect their child from the preschool.
  - Who has parental responsibility for the child.
  - Names and contact numbers for those adults who may be contacted in an emergency.
  - Information about any person who does not have legal access to the child.
- On occasions where the parent/carer or persons normally authorised to collect is delayed and will not reach us by the scheduled collection time, he/she must contact us on **0208 888 4590** so that we can make the necessary arrangements.
- On occasions when a parent/ carer, or the persons normally authorised to collect the child, are not able to collect the child, the parents/carer must contact us at the earliest opportunity and provide us with the full name of the person who will be collecting their child. We will agree with parents how to verify the identity of the person who is to collect their child.
- 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 attendance schedule.
  - If no information is available, parents/carers are contacted using the home, mobile or work numbers on file.
  - If this is unsuccessful, we will contact the adults who are authorised to collect the child from preschool.
  - In the event that we are unable to reach the parents or the adults who are authorised to collect, we will contact the emergency contacts provided.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child will not be released to anyone other than the parents or those authorised to collect.



- If no-one collects the child within 30 minutes of their expected collection time and 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 will contact the local authority children's social care team (**Multi-Agency Safeguarding Hub**) on **0208 489 4470** (8:45am – 4:45pm) or the out of hours duty officer on **0208 489 0000**.
- If the children's social care team is unavailable [or as our local authority advise] we will contact the local police.
- 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.
- 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.
- 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 on **0300 123 1231**.