|  |  |
| --- | --- |
|  | Uncollected Child Policy |
| Date adopted: 25.03.2019 |

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session, Hanslope Pre-school puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified staff who are known to the child. 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**

* Parents of children starting at Pre-school are asked to provide the following specific information which is recorded on our Day Care Record Form:
  + Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour’s or close relative.
  + Place of work, address and telephone number (if applicable).
  + Mobile telephone number (if applicable).
  + Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Pre-school, for example a childminder or grandparent.
  + Who has parental responsibility for the child.
  + Information about any person who does not have legal access to the child.
* We regularly remind parents of the importance of letting us have up-to-date contact numbers and stress that it is in their children’s interests to fill in our Day Care Record form as comprehensively and as accurately as possible.
* On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
* On occasions when parents, or the person normally authorised to collect the child, are not able to collect the child, they record the name of the person who will be collecting their child on our Child Collection Information Form. If this person is not known to Pre-school staff, the parent must also record their address and telephone number. This person must know the child’s password in order for our staff to release the child to them.
* Parents are informed that if they are not able to collect their 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 07977721755.
* We inform parents that we apply child protection procedures as set out below in the event that their child is not collected from Pre-school by an authorised adult within one hour of the session and the staff can no longer supervise the child on our premises.
* If a child is not collected at the end of the session, our procedure is as follows:
  + A record will be made that the child is still on the premises;
  + The Child Collection Information Form is checked for any information about changes to the normal collection routines.
  + If no information is available, the home, work and mobile contact numbers, supplied on the Day Care Record form, will be used to try to contact parents/carers. Where possible a message will be left.
  + If there is no response from these numbers then the other emergency contact numbers provided on the Day Care Record form will be used. Where possible a message will be left.
  + All reasonable attempts will be made to contact the parents/ nominated carers.
  + The child does not leave the premises with anyone other than those named on the Day Care Record Form or the Child Collection Information Form.
  + If no- one collects the child within 30 minutes of their expected collection time and there is no- one who can be contacted to collect the child, we apply the procedures for uncollected children.
  + We contact the local authority Milton Keynes Council’s children’s social care team.
  + Telephone number 01908 253169 or 01908 253170.
  + 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 Pre-school in the care of a minimum of two fully-vetted workers one of whom will be our Practice Manager or Deputy Manager, until the child is safely collected either by the parents, authorised carer or by a social care worker.
  + Social care will aim to find the parent or another relative; if they are unable to do so the child will be looked after by the local authority.
  + Under no circumstances will staff go to look for the parent, nor do they 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.
* In accordance with our Pricing Policy, we reserve the right to charge a fine for late collection to cover the additional time worked by our staff. The management committee will be sympathetic with occasional lateness when the circumstances are exceptional, but regular late collection of children cannot be condoned.
* Ofsted may be informed - 0300 123 1231

**Other Useful Pre-School Learning Alliance Publications**

Safeguarding Children (2013)

**T**his policy was adopted by Hanslope Pre-school on 25th March 2019

Date to be reviewed 25th March 2020

Signed on behalf of Hanslope Pre-school …………………………

By Rachel Chapman, Chairperson, on 25th March 2019