

St Oswald's Pre-school
Non-Collection of Children Policy

Policy Review

This policy will be reviewed in full by the owner and deputy manager annually.

The policy was last reviewed and agreed by the owner and deputy manager on **27th March 2018**

It is due for review on **27th March 2019** (up to 12 months from the above date).

Signature Date
Owner/Manager

Signature Date
Deputy Manager

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a session St Oswald's Pre-School puts into practice agreed procedures. These ensure that the child is cared for safely by experienced and qualified practitioners who are known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We will 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.

Methods

Parents of children starting at the setting are asked to provide specific information which is recorded on our registration form, including:

- 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 and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a child minder or grandparent.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they must record the name, address, and telephone number of the person who will be collecting their child in our diary. We agree with parents the person who is to collect their child will use the password (chosen by the parents and given to pre-school staff at the time of registration).

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 follow our procedures. We provide parents with our contact telephone number. We also inform parents that, in the event that their children are not collected from the setting by an authorised adult and the staff can no longer supervise the child on our premises, we apply our procedures as listed below.

If a child is not collected at the end of the session, we follow the following procedures:

- The diary 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/carers.
- The child does not leave the premises with anyone other than those named on the registration form and in the diary.
- 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.
- We contact our local CSF Client Services – telephone number 0300 123 40 43.
- The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents or by a social worker.
- Social Services 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/carer, nor do they take the child home with 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 by our staff.
- Ofsted may be informed – telephone number 0300 123 1231.
- If a parent is repeatedly late in collecting their child and a payment warning has been issued, then depending on the circumstances, we reserve the right to charge parents for the additional hours or part hours worked by our staff.