

Non Collection Of Children Policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a pre-school session/day, the pre-school puts into practice agreed procedures.

These ensure the child is cared for safely by a member of staff or DBS checked member of the Management Team.

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 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

1. Parents/ carers of children starting at the pre-school are asked to provide specific information which is recorded on our Registration Form, including:

- home address and telephone number -if the parents/carers 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, telephone numbers of adults who are authorised by the parents/carers to collect their child from pre-school, for example a childminder or grandparent;
- information about any person who does not have legal access to the child, and
- who has parental responsibility for the child.

2. On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they record how they can be contacted.

3. On occasions when parents/carers 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. We agree with parents/carers via telephone if necessary, how to verify the identity of the person who is to collect their child for example a password known only to staff and authorised people.

4. Parents/carers 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/carers with our contact telephone number. We also inform parents/carers that in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our safeguarding procedures as set out in our safeguarding policy.

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

- The child's file is checked for any information about changes to the normal collection routines.
- 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 pre-school -and whose telephone numbers are recorded on the Registration Form -are contacted;

- All reasonable attempts are made to contact the parents/carers, or nominated carers;
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child after the setting has closed 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 children's social care team
Norfolk - 0344 8008021

- The child stays at the pre-school in the care of two fully vetted staff until the child is safely collected either by the parents 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 will staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded and placed with registration form.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed 0300 123 1231

Our record keeping systems meet legal requirements. Storing and sharing that information take place within the framework of the GDPR 2018.