



## **Exbourne Preschool Uncollected Child Policy**

Approved by: Katie Haydon (Chair of Committee)

Adopted on: 28/01/25      Review Date 28/01/26

### **Policy statement**

If a child is not collected by an authorised adult at the end of a session/day, we would put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The Manager if not on site will be notified. 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**

Parents of children starting at the setting 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 a close relative.
- Place of work, address and telephone number (if applicable)
- Mobile number (if applicable)
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example 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 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 persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child.

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 measures. We provide parents with our contact telephone number.

We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent/carer, or there are concerns about the child's welfare then this procedure is followed.

- The child's profile on the Famly App is checked for any information about changes to the normal collection routines.
- If no information is available, the designated safeguarding lead is informed of the uncollected child as soon as possible and attempts to contact the parents/carers by phone at home or at work.
- If the parents/carers cannot be contacted, the designated safeguarding lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After one hour, the designated safeguarding lead contacts the local social care out-of-hours duty officer if the parents/carers or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents/carers. The local authority children's social services Authority MASH Telephone number is 0345 155 1071 for full day care this will be the out of hours duty officer.
- Notify the incident to Devon Early Years advisor Helen Stephenson – 07970451872
- Notify the incident to the safeguarding member of the committee.
- Where appropriate the designated safeguarding lead should also notify police
- 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 the social care worker.
- When appropriate the designated safeguarding lead should arrange for the collection of the child by social care.
- Members of staff do not:
  - go off the premises to look for the parents
  - leave the premises to take the child home or to a carer
  - offer to take the child home with them to care for them in their own home until contact with the parent/carer is made
- A full written report of the incident is recorded in the child's file on the Famly app, including:
  - a record of conversations with parents/carers should be made
  - actions taken.
- A Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- If there are recurring incidents of late collection, a meeting is arranged with the parents/carers to agree a plan to improve time-keeping and identify any further support that may be required.
- Depending on the 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.