

## Uncollected child

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. This ensures the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

### Alternative person collecting the child

- Parents of children starting at the setting are asked to provide specific information such as the contact details of those authorised to collect the child and emergency contacts. On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they need to provide us with details 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. This can include a password and description or photo.

### Unable to collect your child on time

- 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.
- If on one occasion you are late to collect your child there will be no penalty to pay.
- If you are late a second time you will be **charged £5 for every 10 minutes you are late**, per child.
- 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 at the end of the session, we follow the procedures below:
  - 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.
  - The child does not leave the premises with anyone other than those named on the Registration Form or agreed by the parents.
  - If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child after 1 hour, we will contact the local authority children's social care team.
  - While waiting the child will stay 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 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 in the child's file.
- Ofsted may be informed.

Manager's Signature and date:

---

Deputy Manager's Signature:

---