

# NON-COLLECTION OF CHILDREN POLICY AND PROCEDURES

## STATEMENT OF INTENT

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. These ensure the child is cared for safely by two experienced and qualified practitioners known to the child. 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 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 close relative;
  - Work telephone number (if applicable);
  - Mobile telephone number (if applicable);
  - Names 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;
  - Information about any person who does not have legal access to the child; and
  - Who has parental responsibility for 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 and this is kept in the Register.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how to verify the identity of the person who is to collect their child. This is done by means of a password known only to nursery staff and the parents concerned.
- 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 procedures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures in the event that their child/ren are not collected by an authorised adult within one hour after the pre-school 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/day, we follow the procedures below:
  - The register and signing in/out folder are checked for any information about changes to the normal collection routines. The pre-school mobile phone is checked for text or voice messages.
  - 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 or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration form or in the register.
  - 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 procedure for uncollected children.

**Procedure for dealing with an Uncollected Child:**

- We contact our local Enfield Children's Services (telephone number: 020 8397 2507)
- The child stays at setting in the care of two fully-vetted workers, if possible, until the child is safely collected either by the parents or by a social care worker;
- If only one member of staff can remain, he/she takes child to Holme School to wait there in the presence of other people and parent/carer is informed;
- Under no circumstances are staff to 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.
- 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).

Signed: Gina Ferriter (Manager)

Date: September 2015  
2016

Next Review Date: September