

# ASHENGROUND COMMUNITY PRESCHOOL



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## **Uncollected child Policy and Procedures:**

### **Policy statement**

In the event that a child is not collected by an authorised adult at their expected collection time, we will put into practice the following agreed procedures. Parents/carers are assured that, if they are unavoidably delayed, the child will receive a high standard of care in order to cause as little distress as possible.

### **Procedures**

**Parents are asked to provide the following specific information when their child starts attending our setting which is recorded in our Registration Pack:**

- 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, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- (If anyone else is collecting the child other than the parent, the Collection Book must be filled in by the parent of the child prior to the collection. This person must provide a photographic ID and sign the Collection Book on collection).
- Contact details of person 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 must inform us in writing of how they can be contacted.

On occasions when parents, or the person normally authorised to collect the child, are not able to collect the child, parents must provide us with written details of the name, address and telephone number of the person who will be collecting their child. We will agree with the 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 make other back-up arrangements. Our contact telephone number is **07591 309509**.

**If a child is not collected at his/her expected collection time, we will follow the procedures laid out below:**

The 'Day to Day' diary is checked for any information about changes to the normal collection routines.

Parents/carers will be contacted at home or at work.

If this is unsuccessful, the adults who are authorised by the parents to collect the child - and whose telephone numbers are recorded on the Registration/Emergency Contact Form – will be contacted.

All reasonable attempts will be made to contact the parents or nominated carers whilst the child is kept in the Ashenground Pre-School Hall.

The child will not be allowed to leave the premises with anyone other than those named on the Registration/Contact Form.

A registered member of staff will ensure the child is kept safe whilst pre-school staff aim to make contact with adults listed on the child's Registration/Emergency contact form.

**If no-one collects the child within 30 minutes of their expected collection time and there is no other named contact who can be contacted to collect the child, we apply the procedures for uncollected children.**

Pre-school staff will continue to make contact with named adults on the Registration/Emergency Contact Form throughout this 30 minutes.

If we have any cause to believe the child has been abandoned or after 30 minutes of trying, it has been impossible to contact the parents/carers/emergency contacts, we will contact:

**The Local Authority's Children's Social Care team on 01403 229900 or the out of hours duty officer on 03302 226664.**

**If the children's social care team is unavailable [or as our Local Authority advise] we will contact the local police 101**

After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.

The child will stay at the setting in the care of two of our fully-vetted staff, one of whom will be our manager or deputy manager, until the child is safely collected either by the parents or by a social care worker or by another person specified by social care.

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 we go to look for the parent nor leave the setting premises with the child.

We will ensure that the child is not anxious and we will not discuss our concerns in front of them.

A full written report of the incident will be recorded in the child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked. Ofsted may be informed: General enquiries 0300 123 1231  
Contact Ofsted about Concern 03001233155