

Chollerton Pre-School Ltd

Station Road, Barrasford, Hexham, NE48 4AA
chollertonpreschool@yahoo.co.uk
01434 681572

Reg. Charity 1132501 Company No. 07005338



Chollerton Pre-school **Uncollected Child Policy**

Policy Statement

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will still 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 unavoidable delayed, they will be reassured that their child will be properly cared for.

Procedures

Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our registration form -

- Home address and contact numbers (home and mobile)
- Place of work, address and telephone number (if applicable)
- Mobile telephone numbers
- Names, addresses and contact numbers of adults who are authorised by the parents to collect their child from the setting, e.g. grandparents or childminder

On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform us of how they can be contacted.

On occasions when parents / carers who are not able to collect the child, they must provide us with details of the person who will be collecting the child, these include name, address, contact number and a photo of them or password (where possible).

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 a child is not collected at their expected collection time, we follow the following procedures -

- The register is checked for any information about changes to the normal collection routine
- Messages and emails will be checked to see if you have tried to let us know of any changes
- If no information is available, parents / carers are contacted at home or work, if this is unsuccessful, the adults who are authorised by parents to collect their child will be contacted
- All reasonable attempts are made to contact the parents / carers
- The child does not leave the premises with anyone other than those named on the registration form

- If no one collects the child within 30 minutes of their expected collection time and there is no named contact available to collect the child, we will apply the procedures for uncollected child
- If we have cause to believe the child has been abandoned and left with us we contact Northumberland county council social care team.
- If the social care team advise us, we may contact the local police
- After an additional 30 minutes and the child had not been collected, we will contact the statutory agencies again.
- The child will stay at the setting in the care with a nominated member of staff until the child is safely collected either by the parents, a nominated person, a social care worker or another person specified by the social care team
- The social care team will aim to find the parents or a 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 with the child
- We ensure that the child is not anxious and we do not discuss our concerns in front of them
- A full written report of the incident is recorded and kept in the child's file.

Depending on the circumstances, we reserve the right to charge parents for the additional hours worked.

Ofsted may be informed.

This Policy has been agreed by the Chollerton preschool committee

Signed by Pre-School Manager

Signed on behalf of the committee

This Policy was reviewed in May 2023