

Policy

Uncollected Children

January

2023

EYFS: 3.73

Owned by: Karen Dixon

Update due:
December
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Policy

Title: Uncollected Children

From: Early Years Centre

Date: 18th January 2023

In the unlikely event of a child not being collected from the setting at the end of their session or day the Centre will follow this procedure.

Until the child is collected, he/she will be safely cared for by two qualified practitioners. During this time, we will ensure the child receives a high standard of care in order to cause as little distress as possible.

Before any child starts at the Centre, the parent(s) are asked to provide the following details which are recorded on our childcare software programme "Family":-

- Home address and telephone number.
- Mobile phone number of both parents
- Place of work and telephone number
- Alternative numbers e.g., grandparents, aunt or uncle, neighbour etc;
- Details of who has parental responsibility
- Name, description and password of any person who is allowed to collect (if not the parents)

On occasion when parents are aware that they will not be at home or in their usual place of work they need to inform the setting 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, they will provide the setting with details of the name, telephone number and a password of another person (who is over 18 years old) will be collecting their child. No child will ever be released to an unauthorised person, even if the collection is late.

Parents are informed that if they are going to be late, they must advise the setting as soon as possible so that back-up measures can be taken.

If a child is not picked up fifteen minutes after the end of the session and the setting has had no contact from a parent the Centre will:-

- Check the child's file ensuring no information has been added about changes to the normal collection.
- Contact the parents - if unsuccessful contact the next alternative numbers on the emergency contact list.
- If still unsuccessful, the manager will be informed of the situation.
- If after one hour the parents have still not collected the child, the Centre will contact the local authority children's social services emergency team on :- 023 8023 3344
- OFSTED will be notified as soon as convenient
- The manager and another qualified staff member, will remain in the building with the child until suitable arrangements have been made for the collection of the child
- In order to continue to provide this additional care, a late fee will be applied of £15/15 minutes to the child's account

The management team will record incidents of late collection and frequent occurrences will be discussed with parents or carers at the earliest opportunity.