Manea Pre-school

Non-collection of children policy

At Manea Pre-school in the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

In the event that a child is not collected by an authorised adult, we will ensure that the child receives 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.

Methods

1 Parents/carers of children starting at the setting are asked to provide specific information which is recorded in the 'All about Me' and Registration forms, including:

- home address and telephone numbers - if the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or relative
- place of work and telephone number (if applicable)
- names, addresses and telephone numbers of people who are authorised by the parents/carers to collect their child from the setting, for example a childminder or grandparent
- information about any person know to the child but who does not have legal access to the child
- who has parental responsibility for the child and their address if different from the child

2 On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they must advise a member of staff as soon as possible.

3 On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, the parent must inform the setting. All children have a password agreed at initial visit and this must be used by any adults collecting that staff do not know.

4 Parents/carers 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/carers with our contact telephone number. We also inform parents/carers that - in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our child protection policy.

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5 If a child is not collected at the end of the session/day, we follow the following procedures:

- The message board, answer phone and email is checked for any information about changes to the normal collection routines
- If no information is available, parents/carers are contacted on all available telephone numbers
- If this is unsuccessful, the people listed on the 'All about me' forms as emergency contacts are contacted
- All reasonable attempts are made to contact the parents/carers or nominated carers.
- The child does not leave the premises with anyone other than those named on the registration form unless parents/carers have been contacted and give specific instructions and that person has permission and the password.
- 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 procedures for uncollected children.
- We contact our local authority social services department (telephone number **0345 045 5203**), at this point we may also contact the police.
- The child stays at the setting in the care of two staff members until the child is safely collected either by the parents/carers or by a social worker
- Social services will aim to find the parents/carers or relative and if they are unable to do so, the child will be admitted into the care of the local authority
- 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/carers for the additional hours worked by our staff
- Ofsted may also be informed (telephone number **0300 123 4666**)