



# UNCOLLECTED CHILD POLICY

## Statement of intent

We have a specific legal requirement to only release children into the care of individuals named by parents. If anyone other than a person that has been named by parents on their registration form is to pick up a child we must have prior permission from the parent naming this individual and if unknown to us using a password. A child will not be allowed to leave with a “stranger.” In the event that a child is not collected by an authorised adult at the end of a pre-school session, Teston & Weringbury Preschool 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.

## Aim

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 are reassured that their children will be properly cared for.

## Procedures

1. Parents of children starting at the pre-school are asked to provide specific information which is recorded on our Emergency Contacts form which forms part of our Registration system – see **ADMISSIONS POLICY** - including:
  - Names, relationship to child, address, home telephone, work telephone and mobile telephone of each person with parental responsibility for the child
  - Names and contact numbers for two other contacts in case we are unable to contact those with parental responsibility;
  - Information about any person who does or does not have legal access to the child.
2. On occasions when parents are aware that they will not be home or in their usual place of work, they record how they or their designated person can be contacted in an emergency. This is recorded on our daily register.
3. On occasions when parents or the named persons are unable to collect the child the parents need to advise the name of the person who will be collecting their child which is recorded on our daily register. We agree with parents how we can identify the person and request a password that can be used.
4. Parents are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to take back-up procedures. All emergency contact details can be found on our termly newsletters which we advise parents to save as a contact in their mobile phones. We also inform parents that – in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply our child protection procedures as set out in our Safeguarding Children policy.
5. If a child is not collected at the end of the session, we adopt the following procedure:
  - The Register is checked for any information about changes to the normal collection rules;
  - If no information is available, parents/carers are contacted at home, at work or on their mobile;

- If this is unsuccessful, the adults who are authorised by the parents to collect the child from pre-school – and whose telephone numbers are recorded on the Emergency Contacts /Registration Form – are contacted;
- All reasonable attempts are made to contact the Parents/Carers, for example a neighbour is contacted or another member of staff visits the child's home;
- The child stays at pre-school in the care of two fully vetted workers until the child is safely collected;
- The child does not leave the premises with anyone other than those named on the Emergency Contacts/Registration Form or in the Register;
- If no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Safeguarding Children policy. We contact our local authority social services department (Tel: 03000 411111) and inform Ofsted (Tel 08456 404040)
- A full written report of the incident is recorded; and
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by the staff.

**Refer also to:**

**SAFEGUARDING CHILDREN POLICY  
ADMISSIONS POLICY**