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**Uncollected Child Policy**

**Reviewed Sept 2018**

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. 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.

## Procedures

Parents/Carers of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:

* 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, e mail address and telephone number (if applicable).
* Mobile telephone number (if applicable).
* Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a child-minder or grandparent.
* The person or people who have parental responsibility for the child.
* Information about any person who does not have legal access to the child.
* Password
* On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted and this is recorded by staff.
* On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details of the name, address and telephone number of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, by the parent/carer providing a password.
* 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. We provide parents with our contact telephone number.
* We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from our setting by an authorised adult within our registered times 8.00 am – 6.00pm, (Friday 5pm) and the staff can no longer supervise the child on our premises.

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

* The child’s file and on line details is checked for any information about changes to the normal collection routines.
* If no information is available, parents/carers are contacted at home or at work.
* If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting, and whose telephone numbers are recorded on the Registration Form are contacted.
* All reasonable attempts are made to contact the parents or nominated carers.
* The child does not leave the premises with anyone other than those named on the Registration Form, in their file or previously arranged via consent from the parent/carer.

If no one collects the child after 6.00 pm 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 children’s social services care team: 01225 396313
* For full day care, this will be the out of hours duty officer: 01454 615165
* The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
* 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 do staff 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 for the additional hours worked by our staff.
* Ofsted may be informed: Telephone: 0300 123 1231

This policy was first adopted at a meeting of Free Rangers held on10th July 2013 and reviewed on January 2017 and also reviewed again in Sept 2018.

Signed: Role: Owner

Signed: Role: Management Team member

Signed: Role: Management Team member