

1.4 Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, Hempstead Pavilion Playgroup Ltd put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

Hempstead Pavilion Playgroup Ltd 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 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 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 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 childminder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
 - Emergency contact numbers (minimum of 2)

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

- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written 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.

- 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. Our contact telephone number is 01634 239955.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.
 - We will check the Playgroup telephone for any answer phone messages from absent parent/carer.
 - 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 to collect their child - 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 or in their file.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, the manager or deputy will notify:
 - Medway Council's Children's Advice and Duty Services (CADS) on 01634 334466
(24 hour emergency contact number: 03000 419191)

Following this we would notify Ofsted if the child is taken into care by Medway Council Children's Social Care Services

- OFSTED on 0300 123 1231
- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
- 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 will we go to look for the parent, nor leave the setting premises 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 in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked, these are details in our fees policy.
- Ofsted will be informed if the child is taken into care by Medway Council Children's Social Care Services

- Hempstead Pavilion Playgroup Ltd has insurance with Pre-School Learning alliance
Reference: RTT209838 Telephone Number: 020 7697 2585
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Links to EYFS Framework

Information for parents and carers 3.73 point 5

Links to policies and procedures

Safeguarding and child protection
Fees Policy

Legal Framework

United Nations Convention on the Rights of the Child

Every Child Matters 2003

Protection of Children Act 1999

Safeguarding Vulnerable Groups Act 2006

Childcare Act 2006

Working together to safeguard children 2015

Links to EYFS

1.3 Keeping safe, 1.4 Health and wellbeing, 2.2 Parents as Partners, 3.2. Supporting Every Child, 3.4 The Wider Context

This policy was adopted by

Hempstead Pavilion Playgroup Ltd

On

25th May 2018

Date to be reviewed

31st July 2019

Signed on behalf of the provider

Name of signatory

Joanne Jarrett

Role of signatory

Director