



## Uncollected Child Policy

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 member of staff who is known to the child. We will ensure that the child receives a high standard of care to cause as little distress as possible.

Kids Club Ely Ltd informs parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

- Parents of children starting at the setting are asked to provide specific information, which is recorded on our Registration Form, including:
  - 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;
  - information about any person who does not have legal access to the child; and
  - who has parental responsibility for the child.
- 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 to have a Password system in place to verify the identity of the person who is to collect their child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Messages

Book (preschool) or speak to leave a message on the sign in sheet for Breakfast Buddies, After school club or holiday club.

- 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 procedures. We provide parents with our contact telephone number.
- We also inform parents that - in the event that their children are not collected from setting by an authorised adult one hour after the sessions has ended 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.
- If a child is not collected by the end of the session/day we will following the following precedures;
  - The Message Book/sign in sheet 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 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 and in the Collection Book.
  - 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 0455201). For Out of School Club, this will be the out of hours duty officer (telephone number 01733 234724).
  - The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
  - Social services will aim to find the parent or relative 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 at a rate of £1.00 per minute for the additional hours worked by our staff.
- Ofsted may be informed (telephone number 0300 123 1231)