

Uncollected Child Policy

Statement:

I expect children to be picked up at the contracted time, if this should not occur, and I have not heard from the parent/carer, I will assume an emergency has caused the delay and will instigate my Uncollected Child Procedure.

Before children start the setting I require specific information;

- Home address and telephone number, mobile number, of parents
- Name, address, home telephone number and mobile number of authorised adults who can collect the child from the setting (grandparents, neighbour).
- Who has parental responsibility for the child
- Information about who may not have legal access to the child

If, on occasion, parents are aware they are going to be late, they must seek agreement from me before it occurs. The information will be recorded. If the child is to be collected by someone else, parents must provide me with written consent for that person to collect the child. A password may be used to confirm identity if the person is unfamiliar to me. Children will not be released into the care of an unauthorised person.

Parents of children collected up to 15 minutes later than expected will be reminded of the contracted time and asked that in future they should contact me before the collection time to inform me that they have been delayed. Late pick-ups can cause disruption to the setting and distress to the child. If this is a persistent occurrence without genuine reason parents will be asked to review the contracted hours.

Procedure

If children are not collected within an hour of the expected time without an explanation, I will:

- Offer reassurance to the child
- Call the parents on the given contact numbers, if no one is available I will;
- Call the additional emergency contact numbers, if no one is available I will;
- Call the **Single Point of Access (SPA) on 020 8547 5008** between 8am-6pm or **020 8770 5000** out of office hours.
- Follow the advice given by the SPA Team
- Record the incident in writing

If possible, I will keep the child with me until contact has been made with parents or other emergency contact. My late payment charges for the additional time will apply unless there has been a genuine emergency.

I will inform Ofsted of the incident.

Date policy was written:

Date reviewed: