

# TIDDLYWINKS

## Uncollected child

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive 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 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 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.
  - 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 inform use 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.
- \* If we are unsuccessful at contacting the parents/carers we will then try to contact the emergency contacts on their registration form is no contact made we will apply our child protection procedure. We inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- \* If a child is not collected at the end of the session, we follow the procedures below:
  - The child's file 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 (emergency contact) - 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 authorized by their parent.
  - If no-one collects the child after the setting has closed 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 care team:  
**the CENTRAL DUTY TEAM SERVICE MANAGER: Tel. 0116 305 0005**  
**or POLICE on : Tel. 0116 222 2222**
  - 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.
  - If for some reason it is not possible to remain on the premises and no carer had been contacted then the child may be taken to the home of Nicola Merry-Taylor 9 Leicester Road, Tilton on the hill , Leicester, le7 9db .(having previously gained permission from the person with legal responsibility in the permission section of the

registration forms).. Even at home the registered person must remain with the child at all times, with another vetted employee.

- The parent/carer will be informed of the whereabouts of their child and, A message will be left on the door of the pre-school informing the parent where the child is and leaving a contact number.
  - 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 staff go to look for the parent.
  - 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: Tel. 0300 123 1231

**At all points the child's welfare and safety must be paramount.**

Signed.....Owner/Manager

Date.....Review.....