**Tring Stepping Stones Pre-School**

**06.4 Uncollected child**

**Policy statement**

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 of children starting at preschool 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 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.

 On occasions when parents are aware that they will not be contactable (i.e away) they inform us of who is responsible for the child

 On occasions when parents or the persons normally authorised to collect the child are not able to we agree with the parents how we verify the identity of the person collecting and agree the password that needs to be used at collection

 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 setting 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 following procedures:

 The collection book is checked for any information about changes to the normal collection routines.

 If no information is available, parents/carers are contacted, we call mobile phones first then try them 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 or in their file/collection book

 If no-one collects the child after 30 mins 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: 03001234043

* If the children’s social care team is unavailable we will contact the local police

 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 care worker.

* After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.

 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 incident book and a copy placed in the safeguarding folder, so that we can easily identify frequent recurrences of such incidents. A record of conversations with parents should be made, with parents asked to sign and date the recording. This is filed alongside the actions taken. A confidential safeguarding incident report form 06.1c should also be completed if there are safeguarding and welfare concerns about the child or if Social Care have been involved due to late collection.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
* Ofsted may be informed: 03001231231
* If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

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| This policy was adopted at a meeting of | Tring Stepping Stones Pre-School |  |
| Held on |  |  |
| Date to be reviewed | January 2024 |  |
| Signed on behalf of the management committee |  |  |
| Name of signatory |  |  |
| Role of signatory (e.g. chair/owner) |  |  |

|  |  |  |
| --- | --- | --- |
| Staff name | Staff signature | Date policy was read |
| Nicola Poulton |  |  |
| Lucy Brittain |  |  |
| Nicola Reynolds |  |  |
| Kim Smith |  |  |
| Nicke Cooke |  |  |
| Jo Davis |  |  |
|  |  |  |

2013 review- taken out a statement saying that parents provide us with written details of the name and telephone number of the person who will be collecting their child if they or other people authorised to collect the child can't.

Added- We agree with the parents how to verify the identity of the person who is to collect their child or the password that needs to be used

January 2014- no changes

February 2015 – no changes

April 2016 – no changes to policy, useful publications updated.

Aprils 2017 review – no changes

March 2018- contact social services after 30 mins, then again after a further 15 mins if they still haven’t been collected. If the social care team are not available call the police

Add Safeguarding Requirement header

March 2019- no changes

March 2020- no changes

March 2022 - if there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

January 2023 - A record of conversations with parents should be made, with parents asked to sign and date the recording. This is filed alongside the actions taken. A confidential safeguarding incident report form 06.1c should also be completed if there are safeguarding and welfare concerns about the child or if Social Care have been involved due to late collection. Child Protection Folder changed to Safeguarding Folder to reflect new filing system. Removed line The local Pre-school Learning Alliance office/Development Worker may also be informed.