



Non-Collection of Children Policy

In the event of a child not being collected by an authorised adult at the end of a pre-school or out of school club session/day, we put into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event of a child not being collected by an authorised adult, we will ensure that the child receives a high standard of care to cause the child as little distress as possible. We inform parents/carers of our procedures in this policy so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

1. Parents of children starting at the pre-school and out of school club are asked to provide specific information which is recorded on our registration form, including:
 - home address and telephone number. Unit number of serving parents/guardians. If the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent; and
 - information about any person who does not have legal access to the child.
2. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child. A note is also made to our staff on our daily message board in pre-school. We agree with parents how the identification of the person who is to collect their child will be verified.
3. 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 in this policy that in the event of their children not

being collected from the setting by an authorised adult that the staff can no longer supervise the child in our premises. We apply our Child Protection Children procedures as set out in Dandelions Child Protection Policy.

4. If a child is not collected at the end of the session/day, we follow the following procedures:

- the daily message board and the register are 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, whose telephone numbers are recorded on the registration form are contacted;
- all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted, or another member of staff visits the child's home;
- the child stays in the setting in the care of two fully DBS checked workers until the child is safely collected;
- 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 and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Child Protection Policy. We contact Children's social care team on 01202 228866 and inform Ofsted (telephone number 0300 123 1231) and LADO Dorset Sure Start (telephone number 01305 228327);
- <https://www.dorsetlscb.co.uk/working-with-children/applying-thresholds-and-reporting-concerns/>
- a full written report of the incident is recorded; and
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff as in Dandelions Admissions Policy.

Adopted November 2014
Reviewed December 2015
Reviewed January 2017
Reviewed/ amended November 2017