



# HARPOLE PRE-SCHOOL

"Kind Hands, Kind Hearts, Fun Learning"

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## 1.4 Uncollected child Policy & Procedure

*Harpole Pre-school has adopted the Pre-school Learning Alliance (PLA) policy Uncollected child. The PLA ensure that their policies adhere to statutory guidance and legislative procedure and they provide the pre-school with any updates. All policies and procedures are ratified by the Pre-school Trustees on a rolling programme. The pre-school staff, led by Sharon Matthews, ensure that their practice is in line with the policies and procedures outlined in the PLA guidance.*

### **Policy statement**

In the event that a child is not collected by an authorised adult at their expected collection time, and there has been no contact from the parent/carer, or there are concerns about the child's welfare, then we put into practice agreed procedures. 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 are asked to provide the following specific information when their child starts attending our setting, 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 at least two other adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent. Harpole Pre-school will endeavour to get more than two emergency contacts where possible and this is stated on our registration form.
  - 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 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. Our contact telephone number is **07497 593241**
- 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 the setting by an authorised adult within one hour after the setting has closed, the designated safeguarding lead will contact the local social care out of hours duty officer.
- If a child is not collected at their expected collection time, 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, 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.
  - If no-one collects the child within 60 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact the local authority MASH Centre:  
**0300 126 7000**

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  - Or the out of hours duty officer:  
**01604 626938**
  - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - If the Children's Social Care Team are unavailable, we will contact the local police.
  - The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager, until the child is safely collected either by the parents or by a social care worker.
  - Members of staff at Harpole Pre-school DO NOT:
    - Go off the premises to look for the parents/carers.
    - Leave the premises to take the child home, or to another carer.
    - Offer to take the child home with them to care for them in their own home until contact with the parent/carer is made.
  - 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.
  - We ensure that the child is not anxious and we do not discuss our concerns in front of them.
  - A record of conversations with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording.
  - This is logged on the child's personal file along with the actions taken. '*Confidential safeguarding incident report form*' should also be completed if there are safeguarding and welfare concerns about the child, or if social care have been involved due to the late collection.

- If there are recurring incidents of late collection, a meeting is arranged with the parents/carers to agree a plan to improve time-keeping and identify any further support that may be required. 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.
- Ofsted may be informed:  
**0300 123 1231**
- The local Pre-school Development Worker may also be informed.

<b>This policy was adopted by</b>	Harpole Pre-school	<i>(Name of provider)</i>
<b>On</b>		<i>(date)</i>
<b>Date to be reviewed</b>		<i>(date)</i>
<b>Signed on behalf of the provider</b>		
<b>Name of signatory</b>		
<b>Role of signatory</b>		

### **Other useful Pre-school Learning Alliance publications**

Safeguarding Children (2013)