

## **17. Non-collection of Children Policy**

### **Statement of intent**

In the event that a child is not collected by an authorised adult at the end of a session, Welford Pre-school 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.

### **Aim**

In the event that a child is not collected by an authorised adult, 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 child will be properly cared for.

### **Procedures**

- Parents/carers of children starting at Welford Pre-school are asked to provide specific information which is recorded on our Registration Form:
  - home address and telephone number – if they have no 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/carers to collect their child from Welford Pre-school, such as a childminder or grandparent;
  - information about any person who does not have legal access to the child.
- On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they must record how they can be contacted in our Collection Book.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they must record the name and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents/carers how the identity of the person who is to collect their child will be verified if they are not known to us.
- Parents/carers are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to follow back-up procedures. We provide parents/carers with our contact telephone number. We also inform parents/carers that in the event that their child is not collected from Welford Pre-school by an authorised adult and the staff can no longer supervise the child on our premises, we will apply the Child Protection procedures as set out in the Child Protection policy.
- If a child is not collected at the end of the session, we adopt 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 at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from Welford Pre-school, and 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 at Welford Pre-school in the care of two fully vetted workers until the child is safely collected. This incurs a cost and a charge of £5 per 15 minutes may therefore be levied at the Manager's discretion.
- 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 the Child Protection policy. We contact Northamptonshire County Council Customer Service Centre (0300 126 1000) and inform OFSTED (0845 640 4040).
- A full written report of the incident is recorded; and
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by our staff.

Date reviewed	<b>25/02/2021</b>
This policy was adopted at a meeting of Welford Pre-school held on	<b>04/03/2021</b>
Signed on behalf of the Committee	<i>E Worrell</i>
Role of signatory	<b>Chair</b>