Uncollected Child Policy

This policy is to be read in conjunction with:
HS03 Child protection;
HS21 Safeguarding;

Purpose
When a child has not been collected from their session, we keep the child safe until we are able to find a suitable solution, we do this by following the procedures below;

- Parents of children starting nursery are asked to provide specific information which is recorded on our registration documents, this includes all contact details – work and home, for parents/carers and any emergency contacts for their family/ friends which we can use.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us of alternative contact details for that day, this information must be recorded appropriately

If a child is not collected at the end of their session/day:

- The child's file or daily record/ message book is checked for any information about changes made to their normal collection routines.
- If no information is available, parents/carers are contacted at home or work.
- If this attempt is unsuccessful, the emergency contacts are called.
- All reasonable attempts are made to contact the parent or emergency contacts.
- The child does not leave the premises with anyone other than those on the registration/emergency contact forms. The exception to this would be where a parent or emergency contact has arranged a pick up with someone else, in this case security measures would be in place such as arranged passwords and identification.
- If the child has not been collected one hour after their session has ended or when the premises have closed, then we apply the procedures for an uncollected child (this is only when all attempts at contacting a parent/ carer or emergency contact have failed).
- Contact the Local Authority Children's Social Services team
  Daytime number: 01329 225379
  Out of hours number: 0845 600 4555
  Police non-emergency number: 101
- The child will stay at the setting in the care of the two fully vetted staff members until the child is collected by the parent/carer or other professional.
- Staff must not go out to look for the parent, nor take the child home with them (unless an arrangement has been made between children's Services and Senior Management).
- A full written report of the incident is recorded in the child's file, including telephone logs of attempted contact.
- If a parent has called and stated they are unable to collect their child by the end of the session (due to illness, traffic etc) then two staff members will stay to care for the child until the arranged person has arrived.
- Hopscotch have the right to charge parents for additional hours worked for by staff.
- OFSTED/ local authority may need to be informed depending on the circumstances (Senior Management will support with this).