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NLCA, Aperdele Road, Leatherhead KT22 7QT

**Non-collection of children policy**

In the event that a child is not collected by an authorised adult at the end of a session/day, the preschool 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 children will be properly cared for.

**Method**

* Parents/carers of children starting at the preschool are asked to provide specific information which is recorded on the Information Form including:

1. Home address and telephone number – if the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or a relative.
2. Place of work, address and telephone number
3. Mobile phone number and email address
4. Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect the child from preschool – for example a childminder or a relative
5. Information about anyone who does not have legal access to the child
6. Who has parental responsibility for the child

* On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they record details of how they can be contacted in our Collection Book
* On occasions when parents/carers or 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 in our Collection Book. We agree with parents how to verify the identity of the person who is to collect their child and there is a password system in place. The password is recorded on the Information Form.
* 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 take back-up procedures. We provide parents/carers with our contact telephone number. We also inform parents/carers that - in the event that their children are not collected from preschool by an authorised adult and the staff can no longer supervise the child on our premises – we apply our child protection procedures as set out in our child protection policy.
* If a child is not collected at the end of the session/day we follow the following procedures:

1. The Collection Book is checked for any information about changes to the normal collection routines
2. If no information is available, parents/carers are contacted at home or at work.
3. If this is successful but the parent cannot collect their child, they may nominate another person who will be able to collect their child for them with the security password.
4. If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting and whose telephone numbers are recorded on the Information Form are contacted.
5. All reasonable attempts are made to contact the parents or nominated carers.
6. The child does not leave the premises with anyone other than those named on the Information Form and in the Collection Book.
7. If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
8. We contact our local authority Children’s Services department on 0300 470 9100
9. The child stays at the setting in the care of two fully-vetted workers until the child is collected by either the parents/carers or by a social care worker.
10. Social care workers will aim to find the parent/carer or a relative. If they are unable to do so, the child will be admitted into the care of the local authority.
11. Under no circumstances are staff to go and look for the parent/carer, nor do they take the child home with them unless there is absolutely no alternative.
12. A full written report is recorded in a confidential safeguarding file for the child.
13. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
14. Ofsted may be informed
15. We may also inform the Early Years Department at Surrey County Council

March 2022

To be reviewed March 2023