Spring Grove School

EYFS

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 setting adheres to the following policy.
This policy ensures the child is cared for safely by a member of the Early Years staff who is known to the child.
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.

METHODS

- Parents of children starting in Early Years are asked to provide specific information which is recorded on our Registration Form, including:
  - 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;
  - work telephone number (if applicable);
  - mobile telephone number (if applicable);
  - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
  - information about any person who does not have legal access to the child; and
  - who has parental responsibility for the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Collection Book.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the 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 procedures. We provide parents with our contact telephone number

- If a child is not collected at the end of the session/day, we follow 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 to collect their child from the setting - 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 and in the Collection Book.
  - 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.
  - The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or an authorised adult.
  - Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
  - 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 by our staff.

Carol Clarke
Head of Early Years
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