



## 1.4 Uncollected child

### Policy statement

In the event that a child is not collected from The Learning Meadow, by an authorised adult, by their expected collection time, 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 on ey log
  - 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, photo, password and telephone numbers of adults who are authorised on ey log by the parents to collect their child from the setting, for example a childminder or grandparent.
  - 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.
- At registration the parents provide us with a secret password that verifies the identity of any 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 07927269248.
- 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 and in receipt of the secret password at anytime
- If no-one collects the child within **40 minutes** of their expected collection time and the nominated emergency contacts cannot be contacted to collect the child, we apply the procedures for uncollected children as below.
- If we have any cause to believe the child has been abandoned we contact the local authority children's social care team:  
If the children's social care team is unavailable [or as our local authority advise] we will contact the local police

**01380 826614**

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- Or the out of hours duty officer at MASH on

**0300 456 0100**

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- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - 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, or by another person specified by social care.
  - 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.
  - Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
  - We ensure that the child is not anxious and we do not discuss our concerns in front of 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.
  - Ofsted may be informed:

**0300 123 1231**

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This policy was adopted by

The Learning Meadow

*(name of provider)*

On

October 2018

*(date)*

Date to be reviewed

October 2019

*(date)*

Signed on behalf of the provider

Name of signatory

Dawn Pirie

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Role of signatory (e.g. chair, director or owner) Owner/manager

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

- Safeguarding Children (2013)

**Review record.**

Date reviewed	comments	Sign	Next review
7/10	No changes required		Oct 2020
10/2020	Change to include EY Log registration		Oct 2021
Nov 2021	Typed up to include written comments		Nov 2022