



Bishop Cornish Education Centre
Ofsted Registration No: EY397520



Uncollected Child Policy

Policy statement

In the event that a child is not collected 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.

All children have a fully completed Registration Form held on the premises. This includes names, contact numbers and addresses of those with Parental Responsibility, along with any other designated person allowed to be contacted in an emergency around the child's wellbeing. Parents are asked to phone, email or tapestry the setting if they will be late or if someone not known to the setting will be collecting their child. Parent's can set up a 'password' for situations which cannot always be planned for eg parent goes into labour.

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent, or there are concerns about the child's welfare then this procedure is followed.

- The setting manager (deputy in their absence) is informed of the uncollected child as soon as possible and attempts to contact the parents by phone after 10 minutes passed collection time.
- If the parents cannot be contacted, the setting manager uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- Staff will not release the child into the care of anyone unknown to them or anyone they deem unable to care for the child and keep them safe.
- After one hour, the designated person contacts the local social care number 0300 1234 101 at Liskeard (opening hours Mon-Thurs 8.45-5.15 and Fri 8.45-4.45) or **01208 251300**

if out-of-hours if the parents or other known carers cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.

- The setting manager should arrange for the collection of the child by social care.
- Where appropriate the setting manager should also notify police.

Members of staff do not:

- go off the premises to look for the parents
- leave the premises to take the child home or to a carer
- offer to take the child home with them to care for them in their own home until contact with the parent is made
- Staff make a record of the incident in the child's file. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
- This is logged on the child's personal file along with the actions taken. A Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.
- The Trustees/Pre School Manager reserve the right to charge parents for extra hours worked or a late fee. This will be based on individual cases.

January 2022