



Statutory framework requirement: Safeguarding and welfare
Providers must take all necessary steps to keep children safe and well.

Uncollected child policy

Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by two experienced practitioners who is known to the child. 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.

We are not insured to have children on the premises before 9am and the side gate remains locked until then.

Collection times are 11:30am, 12:30pm and 15:00pm – promptly.

It is important that children are picked up on time as not only do the children become distressed when they are the only one left, we are not insured to have more than 24 children on the premises at any one time, or any children after 3pm.

Staff are not legally permitted to stay on their own with a child, and most of our staff members have to leave promptly at the end of the day to collect their own children from school.

As this has been a problem in the past we have had to operate a penalty system as a deterrent. **The fine is £5 for every 5 minutes (or part thereof) that you are late.** If you are between 5 and 10 minutes late you will be fined £5; between 10 and 15 minutes late the fine will be £10, and so on. The staff will notify you on the day that you are being fined. We understand that occasionally situations arise that mean you are unavoidably detained. In these rare events you must notify Playschool in advance that you will be late so that appropriate arrangements can be made.

In the event that a child is not collected by an authorised adult by their expected collection time, Hartfield Playschool put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

Procedures

- Parents are asked to provide the following specific information when their child starts attending Hartfield Playschool, which is recorded on our Registration Form:
 - 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).



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- Names, addresses, telephone numbers of adults who are authorised 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.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name and telephone number of the person who will be collecting their 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 Hartfield Playschool so that we can begin to take back-up measures. Our contact telephone number is 01892 770830.
- 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 or in their file.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for an uncollected children:
 - Hartfield Playschool contact the local Single Point of Advice (SPOA):

Single Point of Advice 01323 464222 0-19.SPOA@eastsussex.gov.uk

Or the out of hours duty officer (where applicable):

Emergency Duty Service (out of office hours): 01273 335 905 or 01273 335 906

- The child stays at the setting in the care of two of our staff until the child is safely collected either by the parents or by a social care worker.
- 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.



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- 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

This policy was reviewed by the Early Years Manager: Debbie Arnett and adopted by Hartfield Playschool staff and Committee in February 2014.

Reviewed in September 2015

Review Date: September 2016

Reviewed in October 2016

Reviewed: March 2017

Reviewed and Updated: September 2019

Reviewed.....

Name of Early Years Manager: Debbie Arnett

Signature:

Name of Registered Person and trustee: Sarah Adams

Signature: