

# POLLYANNA PRE-SCHOOL NON-COLLECTION OF CHILDREN POLICY

## Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a session, the setting 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.

## Procedure

- Parents of children starting at the setting 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.
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - 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.
  - Collection password for the child.
  - Information about any adult who does not have legal access to the child, 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, the Manager should be informed of this prior to the session and alternative contact details provided.
- On occasions when parents or the adults normally authorised to collect the child are not able to collect the child, they must provide us with written details of the name and description of the adult. In order to verify the identity of the adult who will be collecting their child, they will be asked to provide the password.
- Parents are informed that if they are not able to collect the child as planned, they must inform Pollyanna as soon as possible so that we can begin to work through the procedure.
- We reserve the right to charge parents for the additional hours worked by our staff for the cost of telephone calls, staff wages and an administration fee of £15 per 15 minutes or part thereof.
- We also inform parents that in the event that their children are not collected from the setting 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 **Safeguarding Policy**.
- If a child is not collected at the end of the session/day, we follow the procedures detailed below:
  - The Manager will check if any information about changes to the normal collection routines have been recorded.
  - 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 in the Register 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 Register, unless permission has been given by the parent and appointed adult provides the password on collection.
  - The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents, authorised person or by a social care worker.
  - Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
  - If no-one collects the child after one hour (or if the child can no longer be cared for at the venue by 2 staff members) and there is no-one who can be contacted to collect the child, we apply the procedures below:



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- We will contact our local authority social care department on 01296 383962.
- Social care workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into the care of the local authority.
- A full written report of the incident is recorded in the child's file.
- Ofsted may be informed (telephone number 0300 123 1231)

## Review and Approval

This policy was adopted on: \_\_\_\_\_

Signed by Management Committee: \_\_\_\_\_  


Print Name: \_\_\_\_\_ Carl Sautereau \_\_\_\_\_

Date of Renewal: \_\_\_ September 2024 \_\_\_\_\_