

Phase 1 Uncollected Child Policy

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

Procedures

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Admission 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). Parents will be actively encouraged to keep these up to date.
- 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. This information will be recorded on the admission form.
- Details of who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

If parents or carers are aware that they will not be at home or in their usual place of work and do not have a mobile phone they should inform us in writing of how they can be contacted.

On occasions when the parent/carer or the persons normally authorised to collect the child is not able to collect the child, they should provide us with written details of the address and telephone number of the person who will be collecting their child. We will agree with parents how to verify the identity of the person who is to collect their child.

If the child is in a wrap-around care session each child will have their own unique password and the parent carer should ensure the new person is aware of the password.

If, for any reason, a parent or carer is unable to collect the child as planned, they must inform the Academy Reception, as soon as possible, of how their child will be collected. The Receptionist will pass this information onto the class teacher or Wrap Round Care Leader and Head of Phase 1.

In the event that a child is not collected by an authorised adult within half an hour after the Academy has closed (3.50pm or 6.30pm) Academy staff will apply our child protection procedures as set out in our safeguarding children and child protection policy.

If a child is not collected at the end of the session/day, the following procedures will be implemented:

- The child's file is checked for any information about changes to the normal collection routines.
- If no new information is available, we will attempt to contact parents/carers using all contact numbers provided.
- If this is unsuccessful, we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Admission Form.
- All reasonable attempts will be made to contact the parents or nominated carers.

- If no-one collects the child after a further 30 minutes of the end of the session and no-one can be contacted to collect the child, we will contact Enfield Children's Services.
- The child will stay at the setting in the care of two fully-qualified practitioners until the child is safely collected either by the parents or by a Social Care worker.
- Social Care will attempt to find the parent or relative. If they are unable to do so, the child will be looked after by the Local Authority.
- If there is no contact can be made with Social Care then the police will be contacted.
- Academy staff will not usually go to look for parents or take the children home with them.
- A full written report of the incident will be recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours children are cared for.