

Non collection of Children

STATEMENT

In the event that child/children are not collected by an authorised adult, we will ensure that the child/children receive a high standard of care in order to cause as little distress as possible to the child/children. On entering the setting, we will inform our parent/carers of our procedures so that, if they are unavoidably delayed, they can be reassured that their child/children will be properly cared for.

PROCEDURES

1. Parent/carers are asked to provide specific information when completing an application pack on our website including:

- Home address and telephone number
- Emergency contact numbers, which may also be relatives/friends
- Address and contact details of employment
- Mobile telephone number
- Password

2. On occasions when parent/carers are aware that they will not be at home or in their usual place of work, we will record this information, and all members of staff will be made aware.

3. On occasions when parent/carers who are normally authorised to collect their child/children are unable to we record information such as name, telephone number and password of the person collecting and document it in the collection book. We agree with the parent/carer how the identification of the person will be verified in line with our collection policy.

4. Parent/carers are informed that if they are unable to collect their child/children as planned, they must inform us so that we can adhere to our policy and procedures. We provide parent/carers with our telephone number. We also advise parent/carers that in the event of them being unable to collect their child/children and the staff are no longer able to supervise them in our premises we automatically apply procedures set out in summary number 6.

5. On failure to collect their child/children the staff will contact all the numbers on the child's/children's registration form including emergency contact numbers in an attempt to contact the parent/carer. Another member of staff may visit the home of the child/children to contact parent/carer. Failing all the above we will then take further steps.

6. When a child/children is not collected at the end of the day and staff can no longer provide care for the child/children we follow these procedures: -

- Contact all the contact numbers including emergency ones from the registration forms.
- If we cannot make contact, we will contact our local authority social services department **and Ofsted 0300 123 1231**

A full written report will be made of the incident and depending on circumstances we reserve the right to charge parent/carers for the additional hours worked by staff.

Created 23/06/2022

Signed: D.Caliskan Job title: Director

Reviewed: 17/07/2025 D Caliskan To be reviewed annually