**1.4 Uncollected child**

# Policy statement

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

## Little Owl Childcare will inform parents/carers of the procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

## Procedures

* Parents are asked to provide the following specific information when their child starts attending the setting, which is recorded on the Registration Forms:
* 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.
* Mobile telephone number.
* Names, addresses, telephone numbers and names 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 on arrival of the child 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 will provide the setting with details of the name and telephone number of the person who will be collecting their child. Little Owl Childcare will 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 us so that we can begin to take back-up measures.
* If a child is not collected at their expected collection time, We follow the procedures below:
* If a child is not collected after 10 minutes of allocated session times, then contact numbers for that child will be called.
* Two members of staff will stay with the child.
* After 10 minutes contacts will be called again and there after every 10 minutes. A record will be kept of numbers and frequency of calls
* If the child is not collected and no contact can be made for a period of one hour the duty social worker and police will be contacted.
* The Child will be reassured throughout the whole process.
* Little Owl Childcare will contact the duty social worker on:

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| 0800 13 13 126 |  |

* Or the Police:

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| 0300 123 44 55 |

* The child stays at the setting 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.
* Little Owl Childcare will ensure that the child is not anxious and we do not discuss any concerns in front of them.
* A full written report of the incident is recorded in the child’s file. (on the incident forms)

Depending on circumstances, Little Owl Childcare reserve the right to charge parents for the additional hours. Charges of **£5.00** per 15 minutes, or there part of will be invoiced to parents if they fail to collect their child on time.

* Ofsted may be informed:

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| 0300 123 123 1 |  |