

## Non-Collection of Children Policy

We have a system set in place should a parent/authorised adult fail to collect a child at the end of the session, to ensure that a member of staff will look after and carry out the correct procedures to keep the stress of children and parents to a minimum.

### Methods

- Ensure registration forms are complete and up-to-date with information including:
  - Home address and telephone number
  - Place of work, address and telephone number
  - Mobile telephone number (if applicable)
  - Emergency contact numbers and names
  - Information about all persons who are authorised to collect the child
  - Information about any person who does not have legal access to the child
- Ensure that parents are aware that if they are going to be late, a contingency plan is put into operation so that the child can be collected on time. Staff must also be privy to this information, as they will not allow a child to leave the premises with an adult who is not known to them, or whom they have not been informed of.

### Failure to make contact

If all options are explored and there has been a failure to make contact with any authorised adult to collect the child, the following must occur:

- We will contact our local authority children's social services department on
  - **0300 123 1610 North East Referral Hub**
  - **0300 479 9100 Monday to Friday 8am to 6pm**
  - **01483 517898 Out of hours the emergency duty team**

- The child will stay in our care with two fully-vetted workers until the child is collected either by the parents or a social worker
- Social Services will endeavour to find or make contact with the parents or relatives, but if this is not possible, the child will be admitted into the care of the local authority
- Staff must not go and look for the parent, nor take the child home with them
- A record of the incident must be recorded on the child's file the following working day.
- Ofsted may be informed on 0300 123 1231

**Review**

- The policy will be reviewed yearly, in May, and amendments and changes will be carried out in conjunction with the Pre School staff, through liaison by the Proprietor.