



Royal Naval Pre-school Learning Organisation

Uncollected child policy

If a parent/ carer fails to collect a child every effort should be made to contact the parent, then the emergency contact numbers as listed on the registration form.

Procedure for staff

Two members of staff must remain with the child and the Area Co-ordinator informed.

If necessary a snack and re assurance should be given to the child.

Procedure for contacting all parent/carer/ emergency contacts

Parents are requested to complete a registration form on joining the setting; this form will include all relevant contact numbers to be used in case of emergency. This will include home number, mobile number, alternative numbers of trusted people who can collect and look after the child. This will also give information on parental responsibility and who does not have legal access to the child. This information is the responsibility of the parent to ensure is up to date. The setting will make regular reminders to parent/carers to update numbers and contacts.

When parents are know that they will be absent from their usual contact numbers alternative numbers should be given to staff for that day or period of time. All of this information is to be used in trying to locate the parent's whereabouts in cases of un collection before contacting the social care team.

If the child is not collected we will -

- Check child's file and staff present for information about any changes to normal collection routine or messages passed on by parent/carers.
- The area coordinator will contact to inform of situation.
- If no information is available parents are to be contacted at home or work.
- If this is an unsuccessful authorized adult by the parents are contacted.
- All reasonable attempts are made to contact parents or nominated carers. This will be constant ringing of any contact numbers at 3-minute intervals until a period of 15 minutes has passed.
- The area coordinator will then be informed and she will contact the trustees. Authorisation/ clarification will be sought to contact the appropriate authorities.
- If no one collects the child within the remaining time up to 30 minutes from the initial first calls then a call to the local authority children and Young Peoples services and the local authority designated officer will be carried out. The Trustees and Ofsted informed.

During the child's time at the setting whilst waiting.

The child stays at the setting in the care of two vetted staff until the child is safely collected either by parent or by a social care worker.

Social care team will aim to find the parent or relative. If they are unable to do so the local authority will look after the child.

Under no circumstances will staff look for parent nor do they take the child home with them. A full written report is recorded, and witnessed and reported to the Area Coordinator who will inform the trustees. The trustees will in turn undertake a full investigation into the incident and a corrective action plan put in place to reduce any risk or eradicate any opportunities for this to be repetitive in other settings.

Ofsted Contact number 0300 123 1231

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There is a fine for parents who are late collecting their child, this will be £25.00. This covers the costs of having to pay two members of staff to look after their child and additional costs of lighting, heating etc whilst in the pre-school outside of opening hours.

Parents are also asked to remember that a phone call to staff to alert them if you anticipate that you will be late may be helpful to your child who will be the only one left and could be distressed.

The decision of the time period allowed before charges are made will be left to the group supervisor's discretion and backed by the Area Co-coordinator.

Date

Signed

Reviewed.