



## UNCOLLECTED CHILD POLICY

*This policy must be read in conjunction with:*

- 1. Lateness policy*
- 2. Drop-off and Collection policy.*

This policy explains the procedures which will be applied on the rare occasions when parents or carers are late in collecting their child(ren) at the end of a session at 1.10pm or 3pm.

- 1. Usual collection time is 1.10pm, or 3pm if the child attends Extended Hours.** The only exception to this is during the child's initial settling-in period, when it is 11.15am.
- 2. Arriving after collection time.** Parents must inform the playgroup if they are delayed or realise they may be late: tel. 0207 354 3117, [info@christchurchhighburyplaygroup.com](mailto:info@christchurchhighburyplaygroup.com)
- 3. Contact details of people authorised to collect.** If for any reason a child is not collected at the end of a session, staff at the setting must know whom to contact, and in what order.
  - It is essential that parents keep the setting informed of their current home, work (or college/tutor) and mobile phone numbers, as well as the numbers for anyone else who is authorised to collect their child.
  - It is the parent's responsibility to keep the Playgroup informed of any changes at any time to their contact details or to the arrangements for their child's collection.***
- 4. List of people NOT authorised.** It is also important that parents inform staff if there is anyone who is NOT authorised to collect their child (e.g. name, photo if desired).
  - Please note: in line with OFSTED recommendations, children under the age of 16 are NOT permitted to collect children from Playgroup at the end of any session.*
- 5. If a child is not collected.** Two suitable members of staff will remain with the uncollected child at all times to care for her/him and minimise distress.
  - The child will remain in the care of staff until safely collected by either the parents/carers or another authorised adult, or by social services.
- 6. Procedures if a child is not collected without prior arrangement.**
  - The Playgroup Manager will call the parent/carer using the phone numbers given for normal daytime contact.
  - If no contact is established, she will then try to reach the primary carer or other parent/carer using any other phone numbers which have been provided.
  - If contact cannot be made by any of the above numbers, she will then call the emergency contact.
  - If contact cannot be established with the emergency number, she will repeat points a to c.
  - Under no circumstances will staff allow the child to be collected by anyone who is not authorised by the parent/carer.
  - Under no circumstances will staff leave the premises to search for the parent.
  - Under no circumstances will staff take a child home to look after them.

7. **Notification to Social Services.** If after 45 minutes it has not been possible to make contact with a parent/carer or any other person authorised to collect the child, the Playgroup Manager will report the non-collection to Islington Social Services Department.
  - a. The relevant numbers are Children & Families Social Work Services – 0207 527 7400; out of hours – 0207 226 0992.
  - b. Staff will continue to look after the child until Social Services advises on the best course of action.
  - c. Social Services 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.
8. **Leaving the premises.** If the child is then moved from the premises, a notice will be left on the door of the building, stating who should be contacted to find out what has happened.
9. **Recording the incident.** A detailed record of the incident must be kept. Records of any discussions with parents, practitioners and other professionals will also be kept. The Uncollected Child Policy will be updated following any incident, so that any lessons that have been learned can be integrated into procedures.
10. **OFSTED notification.** If a child is not collected, then OFSTED may be notified on 0300 1231231, as this is regarded as a significant event.
  - *Please try to be on time, and let the Playgroup know if you are delayed.*
  - *Late collection can be very distressing for your child.*
  - *The Playgroup staff are flexible and supportive if you are unavoidably late, but please remember that staff frequently have other commitments after playgroup, and they are not always available to stay behind to care for uncollected children.*

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