**St Joseph’s Pre-school Playgroup**

**Non-collection of children policy**

**Aim**

If a child is not collected by an authorised adult, we will ensure that the child continues to receive a high standard of care to cause as little distress as possible.

**Methods**

* Parents are asked to provide specific information, which is recorded on our registration forms, including:
* home address and telephone number including mobile number.
* email address.
* names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
* On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, we will record the name of the person who will be collecting their child in our Collections Sheet or on our daily register. Where parents are unexpectedly unable to collect their child, they must ring us and give the name of the person (who must be a suitable adult over the age of 16) who will be collecting the child. The parent may be given a password to give the person collecting the child and/or asked for the adult’s full name.
* If a child is not collected at the end of the session/day, we follow the following procedures:
* The register is checked for any information about changes to the normal collection routines.
* All staff are asked whether they know who is due to collect the child
* Parents/carers are contacted at home or at work.
* If this is unsuccessful, any other adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the Registration Form - are contacted.
* All reasonable attempts are made to contact the parents or nominated carers.

If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children:

* We contact our local Social Services Front Door for Families service on Telephone 01273 290400 during working hours (9am to 5pm, Monday to Thursday and 9.00am to 4.30pm on Fridays). Outside of working hours please contact the Emergency Duty Service on 01273 335 905 or 01273 335906. The child stays at the setting in the care of two fully vetted members of staff, or where this is not possible, at the school in the presence of fully vetted staff, until the child is safely collected either by the parents or by a social worker.
* Social services will aim to find the parent or relative; if they are unable to do so, the child will be admitted into the care of the local authority.
* Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
* A full written report of the incident is recorded in the child's file.
* We reserve the right to charge parents for the additional hours worked by our staff.
* Ofsted may be informed (telephone number 0300 123 1231)

Signed on behalf of St Joseph’s Pre-school Playgroup Limited:

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Name……………Mandy Morgan…………………………………

Role………………Manager………………………………….

Date………………12/09/23…………………………………