



Uncollected Child Policy and Procedure

September 2024

DOCUMENT CONTROL

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Please note that a record of the changes made to the original issue of this document can be found at Schedule 1 after any Appendices to the Policy/Procedure.

Version Number:	Publication Date:	Nature of, and Reason for, Change(s)
1		Original
2	September 2024	Reviewed and updated

If a child is not collected by an authorised adult by their expected collection time, Howgill staff will put into practice agreed procedures. The child will receive a high standard of care to cause as little distress as possible.

Howgill Early Years Setting Managers inform parents/carers of our procedures during registration 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 our setting, which is recorded on our Registration Form:
 - Home address and phone number
 - Place of work, address, and phone number (if applicable).
 - Names, addresses and phone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - A confidential password that Howgill staff will ask when authorised adults collect the child.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- On occasions when parents, or the person normally authorised to collect the child, are not able to collect the child, the parents must provide us with written details of the name, address and phone number of the person who will be collecting their child. We will agree with parents on how to verify the identity of the person who is to collect their child by using a password recorded on the registration form.
- 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.
- Our contact telephone numbers are:

Catherine Street	01946 694295/ 07827 944742
Kells	01946 592551/ 07827 944746
Birks Road	01946 817900/ 07827 944748

- **If a child is not collected at their expected collection time, we follow the procedures below:**
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose phone numbers are recorded on the Registration Form - are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, Howgill staff apply the procedures for uncollected children.

- **If there is any cause to believe the child has been abandoned, Howgill staff will contact the local authority children's social care team: Cumbria Safeguarding Hub. 0333 240 1727 for advice.**
 - During this time the child will stay at the setting in the care of two Howgill staff, one of whom will be the setting manager or deputy manager until the child is safely collected either by the parents, a social care worker, or by another person specified by social care.
 - Social care will aim to find the parent or relative. If they are unable to do so, the local authority will after look the child.
 - Under no circumstances are Howgill Staff to look for the parent, nor leave the setting premises with the child.

- Howgill staff will ensure that the child is not anxious and will not discuss any concerns in front of them.
- A full written report of the incident will be recorded in the child's file. It is the responsibility of the setting manager to ensure that all parties involved sign and date the report as a true record of events.
- Depending on circumstances, we reserve the right to charge ~~parents~~ for the additional hours worked.
- Ofsted may be informed.