



Uncollected Child Policy

Windmill Under 5s, Lacey Green and Loosely Row Sports Club, Main Road,
Lacey Green, Princes Risborough HP27 0PL
Registered charity no: 1026976

Reviews and Approvals

Policy adopted :	15 September 2009 by Windmill Under 5s Management Committee	
Date of last review:	23 November 2020	
Date of next review:	Autumn Term (November) 2021	
Signed & dated:		Natasha Kann – Chairperson on behalf of the Management Committee

Safeguarding and Welfare Requirement: Child Protection

Providers must have and implement a policy, and procedures, to safeguard children.

Child Protection

4. Uncollected Child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session, Windmills puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. The staff will ensure that the child receives a high standard of care in order to cause as little distress as possible.

Parents/carers are informed of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

- Parents/carers of children starting at Windmills are asked to provide the following specific information, which is recorded on our Registration Form:
 - Home address and telephone number - if the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
 - Work telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, telephone numbers of adults who are authorised by the parents/carers to collect their child from Windmills, for example a child-minder or grandparent.
 - Who has parental responsibility for the child.
 - Information about any person who does not have legal access to the child.
- If parents/carers are aware that they will not be at home or in their usual place of work, we ask that they inform us of how they can be contacted.
- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, the parent/carer must tell a member of staff. The member of staff will record the name and telephone number of the person collecting the child on the register. This must then be signed by the parent/carer. The member of staff taking the register will inform the Preschool Manager of the alternative collection arrangement. At time of collection, the person collecting the child will be asked to sign the sign-out form, and where relevant, must be able to give a member of staff the correct password as agreed at the time of registration of the child. If the person collecting the child is not able to give the correct password, the child will not be released to the adult without verification from the parent/carer.

- Parents/carers are informed that if they are not able to collect the child as planned, they must inform Windmills staff as soon as possible. We provide parents/carers with a contact number for the staff mobile telephone (07502 198 405), which is kept on the premises at Windmills.
- If a child is not collected at the end of the Morning Session, Lunch Club or Afternoon Session, we follow the procedure outlined below:
 - The register and child's file are checked for 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/carers to collect their child from Windmills - and whose telephone numbers are recorded on the Registration Form are contacted. All reasonable attempts are made to contact the parents or nominated carers.
 - The child will not be allowed to leave the premises with anyone other than those named on the Registration Form or in their file, or without express permission from the parent.
- If no-one collects the child after 30 minutes, and there is no named contact who can be contacted to collect the child, we apply the procedure outlined below:
 - The child stays at Windmills in the care of two DBS Checked members of staff, one of whom should be the Preschool Manager or Deputy Preschool Manager.
 - We will continue to try to contact the child's parents / carers / authorised adults, and will also contact Bucks County Council First Response/Social Care team (telephone Number: 01296 383 962).
 - If the Social Care team is not contactable, we will contact the local police.
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - Under no circumstances will staff go to look for the parent/carer, nor leave the premises or take the child home with them.
 - Staff will ensure the child is not anxious, nor will they discuss their concerns in front of them to minimise anxiety.
 - The child will remain at Windmills until they are collected either by a parent / carer / authorised adult, the Social Care team or another person specified by the Social Care team.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, Windmills reserves the right to charge parents/carers for the additional hours worked by our staff.
- Ofsted may also be informed: **0300 123 1231**

Please also refer to the Fees Policy and Admissions Policy.