# Uncollected child & late collection

**Policy statement**

In the event that a child is not collected by an authorised adult at the end of a session/day, we put 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 child will receive a high standard of care in order to cause as little distress as possible.

**Procedures**

* Parents of children starting at the setting are asked to provide specific information, which is recorded on our Enrolment Form. This includes information about additional adults that may collect their child from pre-school.
* On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents on a password, this is how we verify the identity of the person who is to collect their child.
* If a child is not collected at the end of the session/day, we follow the procedures below:
* The diary 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 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.
* 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 one hour after the setting has closed, or staff members can no longer supervise the child at the setting, and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* We contact West Berkshire Contact Assessment and Advice Service (CAAS):

 CAAS 01635 503090, out of hours 01344 786543

* The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker.
* Social care 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.
* Under no circumstances will staff 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.
* **Due to the limited time that we have to clean and vacate the hall after each session, we will monitor late collections of children and repeated late collection will incur a late collection fee of £10. Late collection is deemed '5 minutes after pick up time' and will be charged from the third and every subsequent instance.**