



Uncollected Child Policy

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

Information

Parents of children starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Information about any person who does not have legal access to the child.

Procedures

1. On occasions when parents are aware that they will not be at home or in their usual place of work, they should inform us in writing of how they can be contacted.
2. On occasions when the parents or the persons normally authorised to collect the child are not able to collect the child, they should 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 how to verify the identity of the person who is to collect their child (for example, our password system).

3. If parents are unable to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.
4. In the event that children are not collected from the setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises we will apply our child protection procedures as set out in our child protection policy.
5. If a child is not collected at the end of the session/day, we follow the following procedures:
 - The child's file is checked for any information about changes to the normal collection routines.
 - If no information is available, we will attempt to contact parents/carers using all contact numbers provided.
 - If this is unsuccessful, we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form.
 - 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 emergency contacts.

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 following procedures for uncollected children.

- We contact our local authority Children's Social Services Team, (IIAA), on 01792 635700.
- The child stays at the setting in the care of two fully qualified team members until the child is safely collected either by the parents or by the Social Services team.

- Social Services will attempt to find the parent or relative. If they are unable to do so, the child will be looked after by the local authority.
- Under no circumstances should staff go to look for the parent or take the child home with them.
- A full written report of the incident is recorded in the child's file.

Care Inspectorate Wales, CIW

Welsh Government Wales
Sarn Mynach
Llandudno Junction
LL31 9RZ

Telephone: 0300 790126

Managers Signature: *Julie Ace*

Date: January 2025

Review Date: January 2026