

Rainbow Early Years

The non-collection of children policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session from Rainbow Early Years (REY), we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified member(s) of staff known to the child. For this purpose an adult is defined as a person over the age of 16.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Methods

Parents of children starting at REY are asked to provide specific information which is recorded on our Registration Form, including:

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

- On occasions when parents are aware that they will not be contactable in the usual way, they record how they can be contacted and pass the information on to a member of staff.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child to a member of staff. We agree with parents how the identification of the person, who is to collect their child, will be verified.
- Parents are informed that if they are not able to collect the child as planned, they must inform us as soon as practically possible so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that, in the event that their child is not collected from REY by an authorised adult we will follow the procedure as stated below.

If no suitable adult has collected the child 10 minutes after they were due to leave the following procedure will apply:

- Information is shared with all staff members to ensure messages have been passed on with regard to collection of the child.
- If no information is available, parents/carers are contacted through the numbers they have given us.
- If this is unsuccessful, attempts will be made to contact any other adult who is authorised by the parents to collect their child from group, and whose telephone number is recorded on the Registration Form,;
- After a further 10 minutes, if no contact made from any telephone number, all phone numbers should be tried again and repeated as necessary.
- Throughout this time the child is to be cared for in the play room and comforted/looked after as appropriate;
- If no collection or contact from parents/other responsible adults after 30 minutes of waiting the Manager/Assistant Manager will contact the local Police on 101 or MASH and explain the situation.
- If this scenario happens during normal opening hours, the child is to be allowed to join with the remaining children who are at REY. If it happens after 3.30pm, two members of staff must remain on duty on the premises with the child at all times until the child is collected by a responsible adult, be it parents or Social Care;

- A full written report of the incident must be made as soon as is practically possible by a member of staff present, including timings of phone calls and outcomes or recorded in the absence diary.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff in accordance with our 'Payment of Fees' policy.
- Our Local Authority Social Care department contact number is via the MASH team 0300 456 0108 or 0300 456 0100 (out of hours) or Ofsted 0300 123 4666.

This individual policy forms part of a larger policy document and should be read alongside our other individual policies.

Date adopted for Rainbow Early Years: January 2005

Date of review: August 2017 by Manager, 14-8-18, 30-8-19, 4-8-20 .

Date of next review: Annually