



Uncollected Child Policy

Procedure for Late/Non Collection

1. If a parent/carer has not collected their child, firstly check the registration file and the phone for messages/change of collection details. Also check with the other staff to ensure they have not received any messages.
2. Find the relevant registration form/find the details on BabysDays System and use the phone to contact the parent/carer to see if there is a problem.
3. If you are unable to contact the parent/carer then contact the names on the Registration List who are down as the emergency contact, if the parent is unable to collect their child. Please ask for I.D. or a password.
4. If there is no one who can assist, the Manager and another designated Educator will stay with the child for 1 hour at the end of session. If the parent/carer has not made contact then the Manager should contact **The Integrated Front Door Service**. The Manager should then leave a message for the child's parent/carer either on the telephone or by leaving a note at the house for them to contact **The Integrated Front Door Service** on the above number.
5. An Incident form should be filled in detailing all that took place.

If a parent is late in collecting their child a charge may be incurred as per our Invoicing Terms and Conditions.

Procedure for a Collection by Unknown Person

1. If someone not known to us comes to collect a child the Diary and the authorised person section of Babysdays should be checked and the person's identity verified.
2. If there is no record of another person collecting the child, the collector should be politely told that we do not appear to have been informed and that verification from the parent must be obtained.
3. The collector should be invited to remain outside the setting whilst an Educator phones the parent. The reaction of the child to the 'stranger' should be noted. If the parent cannot be contacted, one of the emergency contacts should be phoned to see if they know the whereabouts of the parent or can collect the child themselves. If this is not possible then **The Integrated Front Door Service** should be contacted for advice (as above).
4. These incidents should be recorded on an Incident form.

If parent/career are unable to collect but someone else is, a password can be agreed between the parent/career and 'the collector' to be told to the Educators on collection before the child is allowed to go with that person.

In addition, parents are encouraged to log authorised persons for collection on our BabysDays portal with a picture so that others can collect their child without needing to ask for a password.

This policy was adopted on:.....

Signed on behalf of the setting.....

Date of next review:.....