

Willoughby Way, Winklebury, Basingstoke, Hampshire, RG23 8AF

Ofsted URN:

Charity Number: 1162991

# Uncollected Child Policy

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## Policy Statement

In the event that a child is not collected from W.I.S.P.S by an authorised adult at the end of the session/day, W.I.S.P.S 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. W.I.S.P.S will ensure that the child continues to receive the highest standard of care in order to cause as little distress as possible.

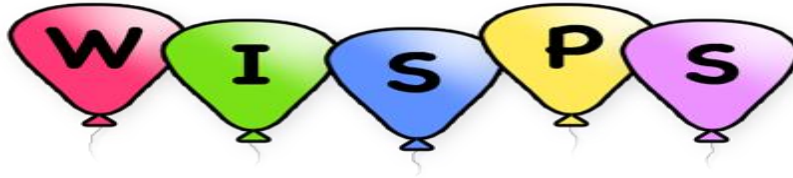
W.I.S.P.S inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child/children will be cared for appropriately.

## EYFS Key Themes and Commitments

<b>A Unique Child</b>	<b>Positive Relationships</b>	<b>Enabling Environments</b>	<b>Learning and Developments</b>
<b>Keeping Safe Health and Well-being</b>	<b>Parents as Partners</b>	<b>The Wider Context</b>	

## Procedures

- Parents/carers of children starting W.I.S.P.S are asked to provide the following information which is recorded on our Registration Form:
  - Home address including Postcode 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, address, telephones numbers and signatures of adults who are authorised by the parents/carers to collect their child from W.I.S.P.S – an example would be; childminders or grandparents
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents/carers are aware that they will not be at their home or in their usual place of work, they must inform W.I.S.P.S in writing of how they can be contacted.



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- On occasions where the parents/carers or the authorised person to collect the child are not able to collect the child, parents/carers must provide W.I.S.P.S with written details of the name, address and telephone number of the person who will be collecting their child. W.I.S.P.S agrees with the parents/carers how to verify the identity of the person who is to collect the child.
- Parents/carers are informed that if they are unable to collect their child as planned that they must inform W.I.S.P.S in the first instance to enable W.I.S.P.S to begin back-up measures. Parents/carers are provided with W.I.S.P.S telephone numbers.
- W.I.S.P.S inform parents/carers that Child Protection procedures are applied as set out in the Child Protection Policy in the event that their child/children are not collected from the setting by an authorised adult within 15 minutes of the setting closing as there are no employees able to supervise children past that time on W.I.S.P.S premises.
- If a child remains uncollected at the end of the session/day, W.I.S.P.S follow the following procedures:
  - The child's file is checked for any information regarding changes to the normal collection routine.
  - If no information is applicable, parents/carers are contacted at home/work.
  - Should this be unsuccessful, the authorised to collect adults – whose contact details are recorded on the Registration Form – are contacted.
  - All reasonable attempts are made to contact parents/carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or as listed in the child's file.
  - If the child remains uncollected after one hour/as the setting is closing and there is no responsible adult able to collect the child, W.I.S.P.S will apply the procedures for uncollected children.
  - W.I.S.P.S contact the local authority Children's Social Services care team:  
0845 603 5620  
[Childrens.services@hants.gov.uk](mailto:Childrens.services@hants.gov.uk)  
For full day care, this will be the out of hour's duty officer:  
0845 600 4555
  - The child will remain at the setting in the care of 2 adults, who have received a clear Fully Enhanced Criminal Record check, until the child is safely collected by either the parents/carers or by a Social Care Worker
  - Social Care will aim to find the parent/carer or relative, if they are unable to do so the child will become Looked After by the local authority.
  - Under no circumstances do employees go to look for the parent/carer, nor do they take the child home with them.



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- A full written report of the incident is recorded in the child's file.
- Dependant on circumstances, W.I.S.P.S reserve the right to charge parents/carers for the additional hours worked by W.I.S.P.S employees
- Ofsted will be informed:  
0300 123 1231
- Our local Pre-school Learning Alliance office/Pre-school Development Worker will also be informed.