



Non-Collection of Children Policy

Rationale

I aim to liaise closely with parents/carers to ensure that collection times for children are clearly understood so that I can help prepare children for home time, and so that they begin to develop their understanding of time and routine. **I request that parents/carers keep me informed as to any changes to agreed collection times as soon as possible.** This policy should be read in conjunction to the setting's Admissions & Fees Policy.

It is my policy to provide care for your child during contracted hours. The procedure below is to be followed if you fail to collect your child at the appointed time.

Procedure if a child is not collected

If you are running late to collect your child, please contact me

1. If a child is not collected within 15 minutes of the agreed collection time and I have not been contacted with an explanation, I will try calling the parents/carers' contact numbers.
2. If there is no response, I will try to contact any alternative contact numbers given to me for the child. During this time, I will continue to safely look after the child.
3. I will continue to try to contact parents/carers and their given emergency numbers. If I still have heard nothing after 30 minutes from the agreed collection time, I have a duty to inform the local authority duty Social Worker on any of the numbers listed below:

Tel: 0300 1234 101/ 0300 123 1116 Referral Unit

Tel: 0300 1234 100 out of hours Social Care

It will be up to the duty social worker to take charge of the situation and decide what happens next.

4. If I am unable to continue caring for your child until you can be contacted and make arrangements for the collection of your child, (e.g. due to going over child ratios) there is the very real possibility that your child may be placed with an alternative carer.

5. In accordance with our setting's Admissions and Fees Policy, an additional fee will be incurred for late collection.

Date policy was written	June 2019
Policy review date	June 2020
Action/Amendments to be taken following review	