



Ely and Caerau Integrated Children's Centre **& Holiday Club**



Non-collection of a child Policy **2025**

In the event that a child is not collected by an authorised adult at the end of a nursery, holiday club, day care or wrap around sessions the staff will follow the procedure outlined below. This will ensure the child is cared for safely by members of staff who are known to them.

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.

Stage 1

Parents of children starting at the Centre Nursery, Daycare, Wrap Around or Holiday Club are asked to provide 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 family member.
- Place of work, address and telephone number (if applicable)
- Mobile telephone number
- Names, addresses and telephone numbers of adults who are authorised by parents to collect their child from Nursery, for example, a grandparent or childminder
- Who has parental responsibility for the child?
- Information about any person who does not have legal access to the child.
- A password for collecting their child

On occasions when parents are aware that they will not be at home or in their usual place of work, they record with reception staff how they can be contacted.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they are asked to phone reception and the information given will be passed on to the relevant service manager and written in the communication book.

On collection, the person collecting the child will be asked for the password.

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 so that we can take the necessary steps.

We provide parents with our contact telephone number. We also inform parents that in the event that their child is not collected from the Centre by an authorised adult and the staff

can no longer supervise the child in our premises- we apply our child protection procedures as set out in our safeguarding policy.

Stage 2

If a child is not collected at the end of the session/day we follow this procedure:

- The communication book is checked for any information about changes to the normal collection routines.
- If no information is available, parents are contacted at home, by mobile or at work.
- If this is not successful the adults who are authorised by the parents to collect their child from Nursery and whose telephone numbers are recorded on the registration form are contacted.
- All reasonable attempts are made to contact the parents/carers in the first instance
- The child stays at the Centre in the care of two DBS checked workers until the child is safely collected.
- The child does not leave the premises with anyone other than those named on the registration form or communication book unless we have had contact with a parent who has given consent and the password.
- • A full written report of the incident is recorded. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by staff.

Contacting Social Services and CIW

If no-one collects the child and the premises is closing, or staff are no longer available to care for the child and no-one can be contacted to collect the child, we apply the procedure set out in our Safeguarding policy.

We contact our local authority MASH Department:

Telephone Number 02920536490 option 3 Monday to Friday between 9 am and 5 pm

Or

Out of hours Emergency Duty Team 02920788570