



Bolton College Early Years & Pre-School Centre

Uncollected Child Policy 2024-25



BOLTON COLLEGE EARLY YEARS & PRE-SCHOOL CENTRE
UNCOLLECTED CHILD POLICY

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BOLTON COLLEGE EARLY YEARS & PRE-SCHOOL CENTRE
UNCOLLECTED CHILD POLICY

1. Statement

This policy has been developed to ensure that children using the Early Years and Pre-School Centre are always safe and particularly when handovers between staff and authorised adults are scheduled.

2. Scope of Policy

The policy statement applies to children of all ages (0 – 5 years) attending the Early Years and Pre-School Centre, parents / carers and authorised adults and to all staff working within the provision, including students on placements.

3. The aims of policy & procedure

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care to reduce the stress of the child and keep them safe.

4. Procedure for dealing with an uncollected child

When a child has not been collected by the authorised adult, the childcare staff will inform the Nursery Manager/ Deputy Managers who will attempt to contact the parent / carer by telephone / mobile to arrange collection of the child.

A member of staff will ensure that the child is settled and does not worry about the situation.

In the event that the parent / carer is not contactable by telephone, one member of staff will try to locate the child's parent / carer physically in their class or social areas if they are a student at the College.

If the staff member cannot locate the parent / carer, the Nursery Manager / Deputy Managers will contact the one or both emergency contact persons which are recorded on the Parent Personal information and Permission Booklet

If the staff do not have a positive response to their enquiries within **an hour of the child's normal collection time**, the Manager / Deputy managers would then contact the police on 101 to explain there is a possible problem regarding the collection of the child.

A full written report of the incident will be recorded.

Staff will continue to try to contact the parent / carer or the emergency contacts so that a satisfactory outcome is achieved.

5. Training and Support Available to Staff

All staff will be introduced to this Policy and Procedure and receive basic training on it at staff induction.

6. How Parents are informed and consulted

Parents / carers of children enrolling within the Early Years and Pre-School Centre are asked to provide specific information to keep their child safe. This includes:

- Home address and telephone number.
- Mobile telephone number
- Two Emergency named contacts and telephone numbers
- Information regarding any person who does not have legal access to and responsibility for the child.

At Parent / Carer Induction, parents/ carers are informed of our procedures relating to missing children and uncollected children. This information is also available in the foyer of the setting.

Parents are required to sign their child in and out at the beginning and end of each period of childcare.

On occasions when the parent /carer is unavailable to collect their child, parents /carers should advise the Nursery Manager of the name and contact number of an authorised person collecting their child. This authorised person would need to be introduced to the Nursery Manager or Deputy Managers before they are allowed to collect the child and the setting will keep a photo of the authorised person in the password file. The parent /carer will need to complete a password permission form which details who the authorised person to collect the child is and the password to be used.