



Procedure to be followed in the event of a parent/carer failing to collect a child from the Little Lambs Early Years at Maranatha Christian School

In the event that a child is not collected by an authorised adult at the end of a session, Little Lambs/Maranatha Christian School has put into practice agreed procedures. These ensure the child is cared for safely by an adult who is known to the child. 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.

- On occasions when parents are aware that they will not be at home, or in their usual place of work, or contactable on usual emergency numbers they inform us in writing of 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 provide us with written details of the person who will be collecting their child. We agree with parents how to verify the identity of the person (should staff not know the person) who is to collect their child, by arranging a 'password' and identification must be produced (drivers licence etc.). A copy of the identity document will be made and kept on file for 24 hours or kept for legal purposes if action is necessary.

If no prior arrangement has been made, and a child is not collected within 15 minutes of the end of a session, we follow the following procedures:

- Emails are checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents/carers to be contacted in case of an emergency, and whose telephone numbers are recorded on the Registration Form, are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If in the unlikely event of us being unable to contact any of the above mentioned during the following hour, we will apply the procedures for uncollected children detailed below:

- We will contact the Social Worker or Emergency Duty Service at Swindon Family Contact Point, Clarence House, Euclid Street, Swindon, SN1 2SG Tel. 01793 466903. Fax. 01793 463948.
- If we are unable to contact the Swindon Family Contact Point, we will contact the Police non-emergency number Tel 101
- The child stays on the school premises in the care of two fully-vetted workers until the child is safely collected either by the parents, an emergency contact adult, by a social care worker or a police officer.
- Children's Services will aim to find the parent or relative - if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
 - A full written report of the incident is recorded in the child's file.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.