



LITTLE RAYS UNCOLLECTED CHILD POLICY

Statement

It is the aim of Little Rays staff to ensure all children are collected by 18.00 Monday to Friday during operational days. In the event that a child is not collected by an authorised adult by their expected collection time, Little Rays will follow the Uncollected Child Policy.

Whilst in out of hours care the child will receive the highest level of care by qualified, competent Little Rays staff, the aim being to cause as little distress to the child as possible.

All parents are informed of these procedures at the point of registration when a Parent Consent Form is signed and returned.

Procedures

Parents are required to provide specific information prior to their child attending the setting (Registration Form) and to update immediately on any changes to that information as they happen.

- Home address – both parents where applicable
- Telephone numbers mobile and land line – both parents where applicable
- Email address
- Contact details and the phone number of the work-place.
- 2 additional contacts (inc. address, phone numbers) who are authorised by the parent(s) to collect the child from the setting, e.g. childminder, carer, family friend, grandparents
- Name of person(s) who has parental responsibility for the child

Parents are asked to inform the setting with any advance notice possible of their intended alternative location should they not be available to collect their child. This communication should be in writing, via email or phone to the manager of the setting on the day of collection. A note should be placed in the child's file immediately.

The child may be collected from the setting by a person identified in the registration form. A password will be identified with the parent and Little Rays. The child will only be permitted to leave with a person other than a parent/carers if they are able to repeat the password.



Parents are informed that if they are not able to collect the child as planned, they must inform Little Rays as soon as possible. Little Rays staff are then able to begin to plan following care.

Little Rays contact number

During working hours 08.00 hrs to 18.00 hrs is **07827 910253**

Out of working hours is **07968 067679**

If a child is not collected at the agreed time Little Rays will take the following action

- The child's file is checked for any changes to their expected collection time.
- If no information is available, staff must call the parent/carer using the information furnished in the registration form
- If this is unsuccessful, the staff will contact the emergency contact persons listed on the registration form
- All reasonable attempts will be made to contact the child's parent(s) or identified emergency contacts provided.

The child will not be permitted to leave the premises with anyone not identified on the registration form or with alternative direct consultation with a parent

If the child is not collected within one hour of their expected collection time and there is no one who can be contacted to collect the child, Little Rays will contact the local authority Social Care Team

Social Care Team	0300 123 1640	or	0300 470 9100
Or the Out of Hours Team	01483 517898		

The child will remain at the setting in the care of 2 Little Rays staff members of whom one will be a Manager for child minding provision until such time as the child is safely collected by the parents or the social care worker.

The social care team will aim to locate the parent(s) or relative. If they are unable to do so the child will become 'looked after' by the local authority.



Under no circumstances will Little Rays staff leave the setting to look for the parents/carer.

Little Rays staff will do their best to ensure the child is kept calm. Any discussions regarding the incident should take place outside of the child's vicinity.

CONCLUSION

A full written report of the incident must be completed within 24 hours of the incident. A copy must be placed in the child's file.

OFSTED may be informed – **0300 123 4666**

Little Rays reserve the right to charge the parents for the additional time.

POLICY WRITTEN BY	Jeanette Collings	DATE	17.11.2020
RATIFIED BY	Pauline Cheeseman	DATE	08.10.2021
REVIEW DATE		DATE	08.10.2022
REVIEWED BY	Mairead Cheeseman	DATE	08/10/2022
Update	Mairead Cheeseman		05/09/2025

OFSTED

Social Care Team Surrey – confirmation of phone numbers via website

Parent Consent Form (LR)

Registration Form (LR)