

Non-Collection of Children Policy

Parents of children starting at our setting are required to give us the following details before the child starts with us:

- Home address and phone number
- Place of work and contact details if appropriate.
- Mobile phone numbers if available
- Names and contact details of adults authorised to collect the child in the absence of the parent.
- A password
- Information about who has parental responsibility.

If a child is not collected at the end of the session the following procedure will be followed:

- The Windsor Kindergarten diary and After School Club diary is checked for any information about changes to normal collection routines.
- If no information is available, parents/carers are phoned at home or work.
- If this is unsuccessful, the given emergency contact details are used for other authorised adults. The nursery children's details are kept in the designated file in Windsor Room; After School Club children's details are kept on the clipboard with the registers.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child will not be allowed to leave the premises with anyone other than the authorised named adults.
- If no one comes to collect the child within one hour, and no one can be contacted, the following applies.
- We contact our Local Authority SPA Department on **020 8547 5008**.
- The child remains at our setting until an authorised person collects them.
- SPA will aim to find the parent or relative but if they are unable to do so the child will be admitted into the care of Richmond Local Authority.
- OFSTED will be informed.
- Under no circumstances will a team member go looking for parents nor will they take the child home with them.
- A full report of the incident will be written and kept with the child's record and in the Incident File.
- Depending on the circumstances we do reserve the right to charge parents for extra time worked by our team members.

Policy reviewed January 2023