



## *Holland Park Pre-Prep & Nursery*

### **Non-collection Policy**

In the rare event of a child not being collected from HPPN at the pre-arranged time and no contact having been received from the parents/carers, we put into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child. The child will receive 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.

#### **Procedures**

- Parents of children starting at HPPN are asked to provide the following specific information, which is recorded on the child's Questionnaire:
  - Home address and telephone number (if applicable)
  - Place of work, address, and telephone number (if applicable)
  - Mobile telephone number
  - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from HPPN, such as a childminder or grandparent.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
  
- On occasions when parents are aware that they will not be at home or in their usual place of work, 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 name, address and telephone number of the person who will be collecting the child. We agree with parents how to verify the identity of the person who is to collect the child, usually through a password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back up measures. We provide parents with our contact telephone number.
- We inform parents that we apply our child protection procedures in the event that children are not collected by an authorised adult within one hour after the setting has closed (7:30 p.m.) and the staff can no longer supervise the child on the premises.
- If a child is not collected at the end of the session / day, we follow the procedures below:
  - The child's file is checked for any information about changes to the normal collection routines.
  - In 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 to collect their child from HPPN, and whose telephone numbers are recorded on the questionnaire, are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.



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- The child does not leave the premises with anyone other than those named on the questionnaire.
- If no one collects the child after the setting has closed and there is no one who can be contacted to collect the child, we apply the procedures for uncollected children, as below.

### **Procedures for uncollected children**

- We contact our local authority children's social care team:

Social Services Line: 020 7373 2227 (out of hours)

Kensington Police: 0300 123 1212

- The child stays at HPPN in the care of two staff until safely collected either by the parents or by a social worker.
- Social care 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 will 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 the circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Ofsted may be informed.

**Date:** September 2021

**Reviewed by:** Danny Webb

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