



OLD BUCKENHAM HALL

Brettenham Park
Ipswich, Suffolk, IP7 7PH
Website: www.obh.co.uk

Policy for Children not Collected at the End of the Session/Day



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This policy also applies to EYFS

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session/day, OBH puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified staff. 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.

Procedures

1. Parents of children starting at OBH are asked to provide the following specific information which is recorded on our Registration Form and electronically on our Management Information System (PASS):

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Mobile telephone number (if applicable).
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

2. On occasions when the parents or the persons normally authorised to collect the child are not able to collect the child, they should provide us with details of the name, telephone number and relationship of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child (for example, a password system).

3. If parents are unable 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/s.

4. If a child is not collected at the end of the session/day, we follow the following procedures:

- We will attempt to contact parents/carers using all contact numbers provided.

- If this is unsuccessful, we will attempt to contact those adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form.
 - 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.
5. If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we will notify the Headmaster, or in his absence, the Deputy Head and apply the following procedures for uncollected children.
- The child stays at OBH in the care of staff members in either the Pre Prep building or the Prep School Building until the child is safely collected either by the parents or by another authorised parent or relative.
 - Under no circumstances should staff go to look for the parent or take the child home with them.
 - A record of the incident will be recorded in the child's file, in PASS .
 - *Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff*

Monitoring & Review

This policy will be monitored on a daily basis by Nursery and Pre Prep staff and by the Deputy Headmaster. It will be reviewed annually, when there are changes in ISI guidance or after an incident.

A. Shropshire
Business Manager

Reviewed Jan 2015