

Kangaroo Kids Non-Collection of Children Policy

February 2025





Statement of intent

In the event a child is not collected by an authorised adult at the end of a pre-school day, we put into practice the below agreed procedures to ensure the child is cared for safely by an appropriately experienced and qualified practitioner who is known to the child.

Aim

To ensure that any non-collected child receives a high standard of care in order to cause as little distress as possible. To provide reassurance to parents/carers that if they are unavoidably delayed their child will be properly cared for.

Procedures

1. As part of our registration form we ensure we collect specific details which includes:
 - Home address, mobile and home telephone number
 - Place of work contact number (if applicable)
 - Names and telephone numbers of all adults who are authorised by parents to collect their child from the setting, for example a childminder or grandparents.
2. Any changes to the above details or if any additional people are required to collect the child, this needs to be communicated by the parent/carer in person or via phone call and we will update the child's record with these accordingly. We will agree with parent/carer on how the identification of any new authorised adult will be verified on an individual case-by-case basis.
3. Parent/carers are informed that if their child is unable to be collected as planned, they must telephone us as soon as possible with new instructions.
4. In the event of no message and a child is not collected by the end of the day, we follow the following procedures:
 - The registration file is 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, any other authorised adults held on file are contacted
 - The child stays at the setting in the care of two staff members until the child is safely collected
 - The child does not leave the premises with anyone other than those named on the registration form
 - If no one collects the child after 30 minutes and two staff members are no longer available to care for the child, we contact Leeds Children's Social Work Services and follow further advice given
 - A full written report of the non-collection is recorded in our concerns file
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff