



SAFEGUARDING & WELFARE REQUIREMENT CHILD PROTECTION

1.4 Uncollected child

Policy Statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure 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 the setting are asked to provide the following specific information, which is recorded on our Registration Form:
 - 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,
 - Place of work, address and telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, e.g. 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 or verbally of how they can be contacted, either face to face or over the phone.
- On occasions when the 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 their child. We agree with the parents how to verify the identity of the person who is to collect the child with a password and/or photo.
- 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 (01277 841424).

- 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.
 - If the 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 the setting – and whose telephone numbers are recorded on the Registration Form – are contacted.
 - 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 in their file (unless previously authorised permission has been given to staff).
 - If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
 - We contact our local authority children's social care team: **0345 603 7627** If the children's social care team are unavailable (or as our local authority advise) we will contact the local police (101) *or for full day care, this will be the out of hours duty officer: **0345 603 7627***
 - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
 - The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
 - 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 leave the setting premises with the child.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed on **0300 123 4666**

Our local Early Years Alliance office/Development Worker may also be informed.
0207 697 2587 / 0207 697 2500

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)

POLICY NUMBER 4

The policy was adopted at a meeting of.....

Held on.....

Date to be reviewed.....

Signed on behalf of the provider.....

Name of signatory.....

Role of signatory.....