

Safeguarding and Welfare Requirement: Child Protection

Providers must have and implement a policy, and procedures, to safeguard children.

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.

Alternatively, if a parent is just running late and does not arrive at the appropriate pick up time to collect their child, we reserve the right to charge a £2.00 late fee for any delay between 10-30 minutes. Anything above this will be charged at the fees rate.

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 home telephone, a mobile number must be given.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names of adults, addresses, telephone numbers and signatures, who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
 - An authorised password to be used in the event of a person collecting a child whom the pre school have not seen before.
 - Telephone numbers of two people who can be contacted in the event of an emergency where the parents cannot be reached.
 - 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 their child. We agree with parents how to verify the identity of the person who is to collect their child by using our authorised password system.

- 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 -01702 582533.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The child's 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, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the Enrolment 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 Enrolment Form or in their file.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no-one 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:
If the children's social care team is unavailable, we will contact the local police

01702 215007

(telephone number)

For times outside of opening hours, this will be the out of hours duty officer:

0845 606 1212

(telephone number)

- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at 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.
- 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 circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed:

0300 123 1231 (telephone number)
- Our local Pre-school Learning Alliance officer/Pre-school Development Worker may also be informed.

Jeanette Mostyn 01702 212937 (name and telephone number)

This policy is approved by the Committee and reviewed annually

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)