

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 by their expected collection time, we put into practice agreed procedures. 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 are asked to provide the following specific information when their child starts attending our setting, 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, telephone numbers and password for 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.
- 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 (password, as detailed on contacts form and registration document).
- 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. Our contact telephone number is 07909797861
- If a child is not collected at their expected collection time, we follow the procedures below:
 - 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 - 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 or in their file.
- If no-one collects the child within one hour 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/I] contact the local authority children's social care team:

0300 1236720

(name and phone number)

- Or the out of hours duty officer (where applicable):

0300 123 6722

(name and phone number)

- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker.
 - The two fully vetted workers will usually be the practitioners working for that session. If the practitioner staying beyond their agreed working hours will result in them being unable to meet essential obligations e.g. picking up own child from school, arrangements can be made for a suitable person to swap with them. Providing they have made essential calls regarding the uncollected child the manager/ deputy may contact other practitioners (manager/ deputy not present in the first instance), Committee Chair and head of Wray Primary School, Rachel Norton-Smith and then the other members of the committee to come to the setting. It is permissible for Rachel Norton-Smith to designate a vetted member of her staff team to join us.
 - 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 we go to look for the parent, nor leave the setting premises with the child, unless in the instance of one of the two practitioners needing to leave and it has not been possible to find a practitioner/ committee member to come to premises, but someone is available at Wray Primary School but they must remain on that site. In this instance it may be arranged for the two practitioners present to both take the child to Wray Primary School. Once at school one of the Pre-School staff may leave. The other must remain to ensure continuity of care until social care arrives.
 - We ensure that the child is not anxious and we do not discuss our concerns in front of 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.
 - Ofsted may be informed:

0300 123 1231

(telephone number)

- The local Pre-school Learning Alliance office/Development Worker may also be informed:

07802 464832

(name and phone number)

This policy was adopted by	Wray Pre-School	(name of provider)
On	30 th January 2018	(date)
Date to be reviewed	30 th January 2019	(date)
Signed on behalf of the provider	A Baillie-Bennett	
Name of signatory	Alice Baillie-Bennett	
Role of signatory (e.g. chair, director or owner)	Pre-School Manager	

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)