

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/I] put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible.

[We/I] inform parents/carers of [our/my] 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/my] setting, which is recorded on [our/my] 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 signatures 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.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform [us/me] 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/me] with written details of the name, address and telephone number of the person who will be collecting their child. [We/I] agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform [us/me] so that [we/I] can begin to take back-up measures. [Our/My] contact telephone number is [insert telephone number].
- If a child is not collected at their expected collection time, [we/I] 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 **30 minutes** of their expected collection time and there is no-one who can be contacted to collect the child, [we/I] apply the procedures for uncollected children.
- [We/I] contact the local authority children's social care team:
If the children's social care team is unavailable [or as our local authority advise] we will contact the local police]

_____ (name and phone number)

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

_____ (name and phone 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 the setting in [for group provision: the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager/for childminding provision: my care] 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 [we/I] go to look for the parent, nor leave the setting premises with the child.
- [We/I] ensure that the child is not anxious and [we/I] do not discuss [our/my] concerns in front of them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, [we/I] reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed:

_____ (telephone number)

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

_____ (name and phone number)

This policy was adopted by _____ (name of provider)

On _____ (date)

Date to be reviewed _____ (date)

Signed on behalf of the provider _____

Name of signatory _____

Role of signatory (e.g. chair, director or owner) _____

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)