



Safeguarding Children

Uncollected Child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the Pre-School puts into practice the following procedures. These procedures ensure the child is cared for safely by an experienced and qualified carer who is known to the child. We will ensure that the child receives 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 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 Pre-School, 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 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 the name 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.
- 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.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from Pre-School by an authorised adult within a period of time after the Pre-School 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 Pre-school - 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 named contact who can be contacted to collect the child, we will apply the procedures for uncollected children.
 - *If we have any cause to believe the child has been abandoned, we will 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.*

Wiltshire, Multi-Agency Safeguarding Hub Telephone 0300 456 0108

Telephone 0845 607 0888 (Emergency Duty Team Out of Hours Service)

After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.

- The child will stay at Pre-School in the care of two Pre-School employees 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 do 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.
- If the circumstances require it Ofsted and the Pre-school Learning Alliance may be informed of the incident.
- **If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.**