

## General Welfare Requirement: Safeguarding and Promoting Children's Welfare

The provider must take necessary steps to safeguard and promote the welfare of children.

# Safeguarding Children

## 1.6 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 setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner 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
  - Minimum of two emergency numbers (not parents)
  - Telephone number of work (if applicable).
  - Mobile telephone number (if applicable).
  - Names and telephone numbers of all adults who are authorised by the parents to collect their child from the setting.
  - 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 details of the name 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. The parent need to supply the unique password for their child to the person collecting the 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 child/children are not collected from setting by an authorised adult within half an 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.
    - We check the daily staff journal to see if information has been given to a member of staff.
    - If no information is available, parents/carers are contacted at home or at work. If this is unsuccessful, the adults who are the emergency contacts are telephoned. If this is unsuccessful we contact the adults authorised by the parents to collect their child from the setting.
    - 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, unless in an emergency, the parent telephones us with the name of the person collecting the child and the person collecting knows the password given by the parent.
    - If no-one collects the child after half an hour 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 services team:  
**01329 225379** (telephone number)
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For full day care, this will be the out of hours duty officer:

**0300 5551373**

(telephone number)

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- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents/carer 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 do staff to 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 confidential file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed:

**0300 1231231**

(telephone number)

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Policy adopted by All Saints Pre-school

<b>Date of review</b>	<b>Reviewed by</b>	<b>Changes</b>
23 <sup>rd</sup> October 2019		Minimum of two emergency numbers (section 1 under procedures) Daily staff journal (section 6 under procedures)

