

### Safeguarding and Welfare Requirement: Child Protection

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

## 1.4 Uncollected child (January 2023)

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session or day, the pre-school will 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. 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 their application form:
  - Home address and telephone number
  - Work telephone number
  - Mobile telephone number of both parents
  - Name, address and telephone number of an emergency contact
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from pre-school, for example a childminder or grandparent
- 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, 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 – usually a password which has been provided to the pre-school at the ‘taster’ session or a photograph.
- Parents are informed that if they are not able to collect the child as planned, they must advise us as soon as possible so we can begin to take back-up procedures.

- If a child is not collected at the end of the session or day, we follow these procedures:
  - the register is checked for any information about changes to the normal collection routines
  - if no information is available, the parents/carers are contacted at home or at work – if this is unsuccessful, the emergency contact and /or the adults who are authorised by the parents to collect their child from the setting are contacted
  - all reasonable attempts are made to contact the parents or nominated contacts
  - the child does not leave the premises with anyone other than those named on the application form or contact card
  - if no-one collects the child after one 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 care team
    - the child stays at pre-school in the care of two members of staff until the child is safely collected either by the parents or by a social care worker
    - social care will aim to find the parent but if they are unable to do so, the child will become looked after by the local authority
    - under no circumstances should 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.