



1.12 Uncollected child

This policy was adopted at the meeting of Little Thetford Acorns Pre-school and Children's Club. Staff failure to comply with this policy may be considered serious enough to result in the induction of disciplinary procedures.

Date of adoption	October 2018
Reviewed	September 2019
Signed (on behalf of the management committee)	<i>Kate Hilton</i>
Name of signatory	Kate Hilton
Role of signatory	Chair
This policy will be reviewed	Annually
Date of next review	September 2020

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Safeguarding and Welfare Requirement: Child Protection

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

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child 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 child will be properly cared for.

Procedures

- Parents of children starting at the setting are asked to provide specific information which is recorded on our registration form, including
 - Home address, telephone number and mobile number – if parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or close relative.
 - The place of work of both parents, address and telephone number (if applicable).
 - At least two additional names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent. On the occasions where staff do not recognise the person collecting the child a password system is in place - this must be given before the child is taken.
 - Information about any person who does not have legal access to the child.
 - Who has parental responsibility for the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, parents must inform their child's Key Person or Manager. This information will then be shared with all staff members and will be recorded in the office diary to ensure that all staff shift patterns are covered.
- On occasions when parents or persons normally authorised to collect the child are not able to collect the child and enough notice is given, they must provide us with the written details of the name, address and telephone number of the person who will be

collecting their child and a password. These details must be recorded in our collection record book, which is kept in the office. If short notice is given, during the session time for example, then details are recorded in this collection book by a staff member and a password is given by the parent/carer over the phone. The password is written within the diary in the office, which backs up the information within the collection record form.

- We agree with parents how the identification of the person who is to collect their child, and who has not been introduced to our staff members, will be verified. This is done with a one off password system whereby the parent will give us a password that the person collecting will write down or say to the Manager and Key Person upon collection.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin our back-up procedures. We provide parents with our contact telephone number so that they can contact us at all times.
- We also inform parents that in the event that their children are not collected from the setting by an authorised adult within the permitted timescale then the staff can no longer supervise the child on the premises. Staff will endeavour to contact parents and named contacts before this procedure is enforced. We will then apply our child protection procedures as set out in our Safeguarding Children and Child Protection policy. Any issues where someone other than a parent of the child has picked up late will result in the parents being informed of the situation.
- If a parent, carer or designated adult is more than 15 minutes late (or 5 minutes late if at the end of a session) in collecting their child the Manager is informed who will begin to try to contact an appropriate authorised adult.
- If a child is not collected at their expected collection time, we follow the following procedures:-
 - The collection book and the office diary are 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 setting 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 and in the Collection Record.
 - Anyone authorised to collect a child must be over the age of 16.

- If no-one collects the child after 30 minutes from their expected collection time and there is no named contact who can be contacted to collect the child, we apply the procedures set out in our Safeguarding Children and Child Protection policy, and social care will be contacted.
- We will contact our Local Authority children's social services care team on 0845 045 5203.
- If the children's social care team is unavailable [or as our local authority advise], we will contact the local police.
- 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 the care of two fully vetted and qualified worker/s until the child is safely collected either by the parents, authorised adult or by a social care worker or other person specified by Social Care.
- Social care workers 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 are staff members to go and look for the parent, nor should they leave the setting premises with the child.
- We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- If necessary we then go on to inform:-

Ofsted	Tel no. 0300 1231231
Cambridgeshire and Peterborough Pre-school Learning Alliance	Tel no. 01954 231751
Early Years and Childcare Service	Tel no. 01954 283396

- A full written report of the incident is recorded in the child's file.
- Depending on the circumstances, we reserve the right to charge parents for the additional time worked by our staff. Charges can be found within the parent handbook, child's registration form or are available on request from the Setting Administrator

Other useful Pre-school Learning Alliance publications:

- Safeguarding Children (2013)