

## **Cold Ash Pre-school: Uncollected and Late Collection of Child Policy**

### **Safeguarding and Welfare Requirement: Child Protection**

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

#### *Policy statement:*

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will receive 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 are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Enrolment 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 are expected to inform us 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 with details of 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 – using a pre-agreed ‘safe word’.

- 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. Our contact telephone number is 07778 442 489.
- If a child is not collected at their expected collection time, we 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 Enrolment 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 Enrolment Form or in their file.
  - If no-one collects the child within 45 minutes of their expected collection time and there is no named contact who can be contacted and are willing and able to collect the child, we apply the procedures for uncollected children.
  - If we have any cause to believe the child has been abandoned we contact the local authority children's social care team:
    - Contact Advice Assessment Service (CAAS) Tel: 01635 503090
    - Children's Services Out of Hours Emergency Duty Service (EDT) Tel: 01344 786543
  - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - If the children's social care teams (as specified above) are unavailable and we suspect that the child has been abandoned, we will consider contacting the local police.
  - The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our leader or deputy leader 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 will we go to look for the parent, nor 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.
  - 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 (please see our Childcare Terms & Conditions Agreement).
- Ofsted may be informed: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk) - T: 0300 123 1231
- The local Early Years Services may also be informed: [earlyyears@westberks.gov.uk](mailto:earlyyears@westberks.gov.uk) - 01635 503500

*Further information:*

- Safeguarding Children (Pre-school Learning Alliance 2013)