



Safeguarding and Welfare Requirements: Child Protection

1.4 Uncollected Child

Policy statement

In the event that a child is not collected by their parents/carers or an authorised person as planned or by their expected collection time, the Pre-School Manager or named Lead will put into practice the following procedures. Where the parents/carers or an authorised person are unavoidably delayed the Pre-School Manager or named Lead will inform them of the following procedures so that, they will be reassured that the child awaiting collection will be properly cared for. The child will receive a high standard of care in order to cause as little distress and anxiety as possible.

Procedures

Admissions Form

- Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded during the admissions process:
 - 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 and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent (“authorised persons”);
 - a password for the child, to be used if a person who is not the usual parent/carer or authorised person collects or drops off that child and is unknown to the Pre-School staff;
 - who has parental responsibility for the child; and
 - information about any person who does not have legal access to the child.

Alternative arrangements

- If parents/carers or authorised persons are not able to collect their child as planned, they must promptly inform the Pre-School so that we can begin to take back-up measures. Our contact telephone number is **01525 406703**.
- On occasions when parents/carers or authorised persons, are aware that they are not able to collect the child, the **parent/carer** must inform us of the name of the person who will be collecting their child and we will agree with the parent/carer how the identity of the person who is to collect their child will be verified which will include the person using the password supplied by the parent/carer.
- On occasions when parents/carers or authorised persons, are aware that they are unavailable to be contacted via the contact details on the child’s Admissions Form or file, the parent/carer should inform the Pre-School in writing of how they or the authorised person can be contacted.



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A child is not collected at their expected collection time

- The daily 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, authorised persons, whose telephone numbers are recorded on the Admissions Form or file, are contacted.
- If this is unsuccessful, and the Pre-School Manager is not present the named Lead must make immediate efforts to inform the Pre-School Manager .
- All reasonable attempts are made to contact the parents/carers and authorised persons.
- The child does not leave the premises with anyone other than the parents/carers or authorised persons named on the Admissions Form or in their file or a person who the parent has agreed will collect the child on that occasion.
- If the child is not collected within one hour of their expected collection time and there are no authorised persons within the child's Admissions Form or file or there has been no responses to all reasonable attempts to make contact, we will apply the procedures for uncollected children below.

Uncollected children

- We will contact the local authority Children's Social Care Team.
- If the local authority Children's Social Care Team or the out of hours duty officer are unavailable, we will contact the local police.
- After an additional 30 minutes if the child still has not been collected by their parents/carers or an authorised person, we will contact the above local authority again.
- The child will stay at the setting with two members of staff one of whom will be the Pre-School Manager or named Lead until the child is safely collected either by their parents/carers, an authorised person, a social care worker, or by another person specified by the local authority Children's Social Care Team.
- The local authority Children's Social Care Team will aim to find the parents/carers or a relative. If they are unable to do so, the child will become 'looked after' by the local authority.
- Under no circumstances will we leave the setting premises to look for the parents/carers or authorised person, nor leave the setting premises with the child.
- We will not discuss the matter in front of the child.
- A full written report of the incident is recorded in the child's file.
- If contact was made with the local authority, the matter will be logged as an incident.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed.



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Relevant Ladybird policies:

- 1.2 Safeguarding Children and Child Protection
- 1.5 Drop Off and Collections

Key contact details:

| Organisation | Contact Number |
|--|----------------|
| Local authority - Central Bedfordshire Children's Services | 0300 300 8585 |
| Local authority - Central Bedfordshire Children's Social Care Team | 0300 300 4833 |

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| This policy was reviewed by | Amanda Sanders – Pre-School Manager Rebecca McGough – Chair |
| Date of review | 16 th October 2021 |
| Date for next review | 16 th October 2022 |
| Chair's signature |  |