

Safeguarding and Welfare Requirement: Child Protection

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



5. Uncollected child

Ducklings pre-school 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. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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 of children starting at the pre-school are asked to provide the following specific information which is recorded on our Registration 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 and telephone numbers of adults who are authorised by the parents to collect their child from the pre-school, 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 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 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.
- 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 which is 01376 348414.

- If a child is not collected at their expected collection time, we follow the following procedures:
 - The child's file and collection book 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 from the pre-school – 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 or in their file.
 - If no-one collects the child within 30 minutes of their expected collection time and there is no named contact who can be contacted 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 Children and Families Hub: 0345 603 7627 / (Out of Hours): 0345 606 1212.
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 agencies again.
 - The child stays at pre-school in the care of two fully-vetted workers, one of whom will be our supervisor or deputy supervisor 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 staff go to look for the parent, nor leave the pre-school 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 and the chairperson of the parent management committee is informed.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed : 0300 123 1231

This uncollected child policy was adopted by	NGCA Ducklings pre-school
On	27 th March 2023
Date to be reviewed	26 th March 2024
Signed on behalf of the management committee	
Name of signatory	Tristan Woolfenden
Role of signatory	Chairperson