

## 06 Safeguarding children, young people and vulnerable adults procedures

### 06.04 Uncollected child

In the event that a child is not collected by an authorised adult at their expected collection time, agreed procedures are put into practice. These ensure the child is cared for safely by an experienced and qualified educator who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible. Parents/carers are informed of the procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### Procedures

- Parents/carers of children starting at the pre-school are asked to provide the following specific information when their child starts attending the pre-school, which is recorded on the 09.01b Registration, Sessions Requested and Permission Form:
  - home address and telephone number - if the parents/carers 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 who are authorised by the parents/carers 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
  - emergency contact details of one/two other people who is/are authorised to pick up child in an emergency. In total 3 contact telephone numbers are required
- On occasions when parents/carers 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/carers, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name and telephone number of the person who will be collecting their child. Staff agree with parents/carers how to verify the identity of the person who is to collect their child i.e. password.
- Parents/carers are informed that if they are not able to collect the child as planned, they must inform the manager, deputy or their child's key person so that back-up measures can be taken. Parents/carers are provided with the contact telephone number (07756 029105) or the manager's contact details.
- Parents/carers are informed that the child protection procedures are applied in the event that their child is not collected by an authorised adult within one hour after the pre-school has closed and that the staff can no longer supervise the child on the premises.
- If a child is not collected at their expected collection time, the procedures below are followed:
  - the child's file is checked for any information about changes to the normal collection routines
  - the answer phone for the mobile phone is checked to see if any message has been left regarding the late collection of the child
  - 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/carers to collect their child from the pre-school - and whose telephone numbers are recorded on the 09.01b Registration, Sessions Requested and Permission 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 09.01b Registration, Sessions Requested and Permission Form or in their file
  - two members of staff remain with the child, if possible, at all times
  - food and drink are offered to the child and the staff keep the child occupied to try to stop the child becoming too anxious
  - if no-one collects the child after the pre-school has closed and there is no-one who can be contacted to collect the child, the procedures for uncollected children are applied. A member of the management team is consulted. If the children's social care team is unavailable the local police will be contacted
  - the local authority children's social care team can be contacted on:
    - Essex County Council 0345 603 7627
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- the child stays at the pre-school in the care of two fully-vetted workers, one of whom will be the manager/deputy/senior room leader, until the child is safely collected either by the parents/carers or by a social care worker
  - 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

Members of staff do not:

- go off the premises to look for the parents/carers
  - leave the premises to take the child home or to a carer
  - offer to take the child home with them to care for them in their own home until contact with the parent/carer is made
- Staff make a record of the incident in the child's file and any conversations which are then given to the manager to follow up with any further actions needed. A record of conversations with parents/carers should be made, with parents/carers being asked to sign and date the recording.
  - This incident is logged on the child's personal file along with the actions taken. 06.1c Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child or if Social Care have been involved due to the late collection.
  - If there are recurring incidents of late collection, a meeting is arranged with the parents/carers to agree a plan to improve time-keeping and identify any further support that may be required.
  - Depending on circumstances, Little Doves CP reserve the right to charge parents/carers for the additional hours worked by the staff.
  - Ofsted may be informed: **0300 123 1231**
  - The Early Years Foundation Stage Quality Improvement Officer may also be informed. July 2023