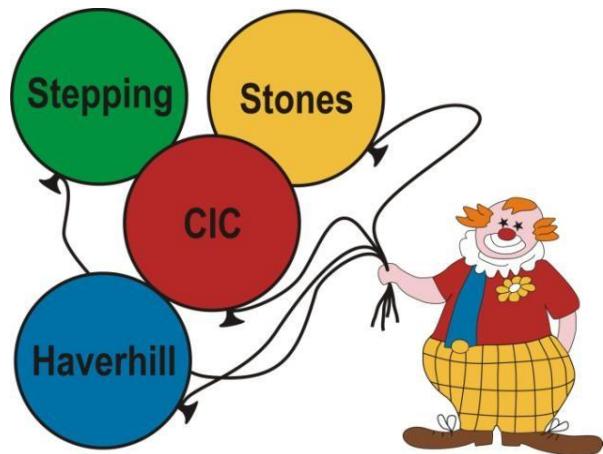


General Welfare Requirement: Safeguarding and Promoting Children’s Welfare

The provider must take necessary steps to safeguard and promote the welfare of children.



Safeguarding children

6. Uncollected child

Policy statement

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives 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.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping safe 1.4 Health and well-being	2.2 Parents as partners	3.4 The wider context	

Procedures

- Parents of children starting at the setting 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, 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 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 written details of the name, address 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 with the password.
- 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.
- We inform parents that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, we follow the following procedures will be activated:

- The child's file is checked for any information about changes to the normal collection routines and daily message / information will be double checked.
- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Supervisor will be informed.
- The Supervisor will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by a member of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed, the Supervisor will call the Police non-emergency telephone number for advice.
- In the event of the Police being called, the Supervisor will attempt to leave a further telephone message with the parent/carers or designated adult's answer phone, where available. If the child is taken from the setting to a place of safety, a note in an envelope, for the parent/carers or designated adult will be left on the gate of the premises. The note will reassure them of their child's safety and ask them to call Preschool's mobile phone number or Police phone number.
- We contact our local authority children's social care team:
0845 60 800 33
- Under no circumstances will a child be taken to the home of a member of staff, or away from the premises unless absolutely necessary.
- The child will remain in the care of Preschool until they are collected by the parent, carer or designated adult, or until alternative arrangements are initiated by the Police.
- Incidents of late collection will be recorded by the Supervisor and discussed with parents/carers at the earliest

opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at Preschool.

- Ofsted may be informed **0300 123 4234 or 0300 123 4666**
- 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 by our staff.

Please note that all staff should read and be aware of the MASH & LADO posters within the setting.

This policy was adopted by	Stepping Stones Childcare & Education CIC
On	28.02.2017
Date reviewed	October 2020
Date to be reviewed	October 2021
Signed on behalf of the management	
Name of signatory	ELAINE MCMANUS
Role of signatory (e.g. manager/ deputy)	MANAGER
Name of signatory	ANNE JESSOP
Role of signatory (e.g. manager/ deputy)	DEPUTY

Review:

This policy is reviewed every year or whenever deemed necessary by the manager in the light of events and changes in the law.

This policy was sent to staff to read on 13/10/2020 and needs to be acknowledged by staff electronically.