**Safeguarding Children**

**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 expect children to be picked up at the usual time. If this does not occur then we will assume an emergency has caused the delay and we will instigate our procedure, unless parents call us to let us know they have been delayed.

**EYFS Themes and Commitments**

**Procedure**

* 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
* Mobile telephone number
* Names, addresses, telephone numbers and photographs, if at all possible, of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent plus a password.
* Who has parental responsibility for the child.
* Information about any person who does not have legal access to the child (if applicable)
* 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 or email or verbally over the telephone and the information is noted on our other persons collecting form with 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 or verbal which is then put on the other persons collecting form and signed by the parent or the person who has taken the telephone message. If this information is given to us via telephone, either message or actual conversation, the number that we have on file must be called back to verify it is the person that they say they are, unless 100% sure that they are that person. They provide us with the name, address and telephone number of the person who will be collecting their child and we agree with the parents how to verify the identity of the person who is to collect their child, usually the person collecting name and the password we have on file. If the person giving this information is not present, then the member of staff must sign the form.
* 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.

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

* The other persons collecting form, telephone and email messages and the child’s file is checked for any information about changes to the normal collection routines

The following applies to non-collection of children after the morning session or the lunch time session -

* If no information is available, parents/carers are contacted at home or at work, if contact is unsuccessful then the emergency numbers, and other adults authorised to collect the child 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, unless contact has been made with the parent/carer of child and they have given us an alternative person to collect.
* If no-one collects the child after 45 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
* We contact our local authority children’s social services care team:

**Central Duty**: **03000 41 11 11**

* The child stays at pre-school in the care of two fully-vetted workers until the child is safely collected either by the parents 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.
* Under no circumstances do staff go to look for the parent, nor do they take the child home with them.

If this is out of hours this will be the out of hours’ duty officer:

**03000 41 91 91**

The person in charge of the session will:

* Call the parents on given contact numbers, if no one is available then:
* Call the additional emergency contact numbers, if no one is available then:
* Call the Social Services out of hours Duty team and request collection of the child.

Children who are collected more than 15 minutes late will be charged. This charge will be made to cover the wages of the two members of staff that had to stay to supervise the child and any other wages and administration charges incurred whilst putting our uncollected child procedure into place.

A full written report of the incident is recorded in the child’s file.

Ofsted may by informed

0300 123 1231 - telephone number

Other outside agencies would be informed if required.

**Persistent Late Collections**

Parents who persistently collect their children late should be:

* Reminded the correct time of the end of the session and if there is a genuine reason for being late,
* Reminded that they must phone the preschool before collection time to notify the setting of the delay,
* Notified that having children on the premises outside of our opening hours contravenes our registration and insurance policy: leaving us without adequate insurance and at risk of being closed down.

Parents who are late collecting their child(ren), without a genuine reason, more than 3 times in two weeks, will be informed that their child risks losing their preschool or out of school club place. If a child is persistently collected late then they will be charged £5.00 per child administration charge plus any extra staff costs that have been incurred.

This policy was adopted on ................................................................

Date to be reviewed ...................................................................

Signed (All Staff)..........................................................................................................................

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