



## SCALLYWAGS PRE-SCHOOL, HALWILL

### UNCOLLECTED CHILD PROCEDURE

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#### **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. 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 are asked to provide the following specific information when their child starts attending our setting, 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).
  - Details of people to be contacted in an emergency.
  - A security password to be used by another person collecting the child.
  - 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 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 of the person who will be collecting their child. The person collecting the child needs to use the security password.
- If a child is not collected at their expected collection time, we follow the procedures below:
  - The daily signing-in register 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 - 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, in their file, or on the daily signing-in register.
- If no-one collects the child within 30 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact the Multi Agency Safeguarding Hub (“MASH”) on **0345 155 1071** or, if out of hours, we contact Out of hours for CYPS (Social Care) (5pm -9am and at weekends and public holidays) Emergency Duty Service 0845 6000 388
- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- We also contact our provision’s Safeguarding Officer and the Committee Safeguarding Champion
- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents/authorised adult 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 will we go to look for the parent, nor leave the setting premises with the child.
- We will ensure that the child is not anxious and we will not discuss our concerns in front of them.
- 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.
- Ofsted may be informed on 0300 123 1231

**This procedure replaces the Non-Collection of Child Procedure originally adopted on 21 October 2002 and most recently reviewed at a meeting on 4<sup>th</sup> March 2024.**

**Signed on behalf of Scallywags Pre-School .....**

**Name .....**

**Position..... Date .....**

*If you require clarification of any part of this policy, please speak to the Administrator.*