

Mortimer Hall Pre-school



Safeguarding and Welfare Requirement: Child Protection

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

1.4 Uncollected child

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 and keep updated 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).
 - Email address.
 - 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.
- 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. Our contact telephone number is 01865 604208 or 07818 236348.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The child's file is checked for any information about changes to the normal collection routines.

- 32 - If no information is available, parents/carers are contacted at home or at work. If this is unsuccessful, the
33 adults who are authorised by the parents to collect their child - and whose telephone numbers are
34 recorded on the Registration Form - are contacted.
- 35 - All reasonable attempts are made to contact the parents or nominated carers.
- 36 - The child does not leave the premises with anyone other than those named on the Registration Form or
37 in their file.
- 38 - If no-one collects the child within one hour of their expected collection time and there is no-one who can
39 be contacted to collect the child, we apply the procedures for uncollected children:
- 40 - We contact the local authority children's social care team:
01865 328563 – Oxford City Assessment Team

- 41 - Or the out of hours duty officer (where applicable):
0800 833408

- 42 - Or the Multi Agency Safeguarding Hub (MASH):
0345 050 7666


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- 44 ■ The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our
45 manager, deputy manager or supervisor until the child is safely collected either by the parents or by a
46 social care worker.
- 47 ■ Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked
48 after by the local authority.
- 49 ■ Under no circumstances will we go to look for the parent, nor leave the setting premises with the child.
- 50 ■ We ensure that the child is not anxious and we do not discuss our concerns in front of them.
- 51 ■ A full written report of the incident is recorded in the child's file.
- 52 ■ We reserve the right to charge parents for the additional hours worked by our staff for regular late
53 collection of children. The charge will be **£5 per 15 minutes or any part of 15 minutes**. For example,
54 for a child collected 20 minutes after the end of a session the charge will be £10.

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56 This applies to the end of the morning and afternoon sessions. If the afternoon session is full, a member
57 of staff may have to stay beyond their contracted working hours to ensure the staffing child ratios remain
58 correct.

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- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed: telephone 0300 123 1232

This policy was adopted by	Mortimer Hall Pre-school
On	<hr/> 29th January 2020
Date to be reviewed	<hr/> January 2021
Signed on behalf of the provider	<hr/> 
Name of signatory	<hr/> Janet Crane
Role of signatory	<hr/> Pre-School Leader
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- **Other useful Pre-school Learning Alliance publications** - Safeguarding Children (2013)