

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

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 with us are asked to provide the following 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.
- Work or daytime phone number if different to the above.
- Mobile telephone number (if applicable).
- Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

- 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.
- 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 and telephone number of the person who will be collecting their child. We agree with parents a password to verify the identity of the person who is collecting their child.
- If a parent telephones us to advise that they are unable to collect their child and that another authorised person will be picking up, we will request a password. If however we do not recognise the voice of the person, we will advise them that for security reasons, we will call them back and request a 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 as set out in our child protection policy in the event that their children are not collected by an authorised adult within one hour after we have closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the appropriate time, we follow the following procedures:
 - The child's file/home contact book, our wipe board, answer machine and our e-mails are 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 from us (as named on their 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 their Registration Form.
- If no-one collects the child after one hour 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:

Contacts

SPOA (Eastbourne, Lewes and Wealden)

1st Floor,

St Mark's House, 14 Upperton Road,

Eastbourne,

East Sussex BN21 1EP

[See a map of this address](#)

Phone: 01323 464222

- The child stays at setting 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 to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in our Child Protection Records
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed:

Tel: 0300 123 1231

This Policy was reviewed by	Fiona Wilson – Supervisor
Adopted by	Rotherfield Pre-School Staff and Directors
Read and agreed by	
Date	February 2017
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