Safeguarding and Welfare Requirement: Child Protection

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

1.4 Late collection and uncollected child policy

Policy statement

In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice the following procedures. The child will receive a high standard of care in order to cause as little distress as possible.

Procedures - dropping off and collecting

- When parents/carers drop off their child at the setting they are asked to fill in the child's name and time of arrival on the signing in/out sheets on top of the drawers in the foyer. The names are then checked with the register. When the child is collected the parent/carer should sign the sheet with time of departure.

- Parents of children starting at the setting are asked to provide the following specific information which is recorded on our application 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 telephone number (if applicable).

  - Mobile telephone number (if applicable).

  - Names, addresses and telephone numbers of adults (over 18 years) 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. We will ask to see a copy of any court order restricting access of a parent to a child to verify the information we have been given is correct.

- On occasions when parents are aware that they will not be at home or in their usual place of work they are asked to inform us in with the information and contact address and numbers when dropping off their child.

- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child we record the name, address and telephone number of the person who will be collecting their child in our Collection book. We agree with parents how to verify

the identity of the person who is to collect their child but would suggest an item of ID with name and photo and a password (note made on the child's Registration form).

Procedures - if a parent is going to be late and unable 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 procedures. We inform parents that we apply our child protection procedures in the event that their child is not collected from the setting by an authorised adult within one hour of the setting closing and the staff are no longer able to supervise the child on our premises.

We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with in advance to be used by anyone collecting a child who is not the parent (designated adult). A record of this is kept on the child's Registration form.
- They are asked to call 01285 713176 as soon as possible to advise of their situation.
- Asking a designated adult to collect their child wherever possible.
- Informing the pre-school of this person's identity so the staff can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.
- If the designated person is not known to the staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the staff to release the child into their care. This is the responsibility of the parent.

Procedure - if a child is not collected

If a child has not been collected after a reasonable amount of time (15 mins) and we have not been able to get in touch with the parents we initiate the following procedure:

- The session leader/manager/deputy will be informed that a child has not been collected.
- The session leader will check for any information regarding changes to normal routines, parents' work patterns or general information in the Collection book. If there is no information recorded, the session leader will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails they will try the emergency contacts shown on the child's records.

- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the pre-school will plan to meet required staff ratios. If the parents have still not collected the child, the manager/staff member will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring Gloucestershire Safeguarding Children Board's Childcare Helpline on 01452 426565 or Cirencester social care team on 01285 881000.
- Ofsted may be informed on 0300 123 1231.
- Our local Development Worker may also be informed.
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.
- Under no circumstances do staff to go to look for the parent, nor leave the setting premises with the child.
- In order to provide this additional care a late fee of £4.00 for the first 15 minutes and £4.00 for every 15 minutes thereafter will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal hours may incur.
- 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.

This policy was adopted at a meeting of	Fairford Pre-School	name of setting
Held on	21st May 2008	(date)
Reviewed	27/2/17	
Date to be reviewed	27/2/18	(date)
Signed on behalf of the management committee		
Name of signatory		
Role of signatory (e.g. chair/owner)		