



Registered Charity No. 1022409

1 Safeguarding children, young people and vulnerable adults policy and procedures

Designated person/lead for safeguarding is: Flora Lau

Back up Designated person is: Caz Schmull

Designed officer is: Emma George

1.8 Uncollected child

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.

The designated person is informed of the uncollected child as soon as possible and attempts to contact the parents by phone.

- 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).
 - 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 07403 547676.
- 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.
 - 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 or in their file.
 - 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.
 - The designated person contacts the local social care out-of-hours duty officer if the parents or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.
 - The designated person should arrange for the collection of the child by social care.

First Response: 01296 383962 or 0800 999 7677 (out of hours)
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- Where appropriate the designated person should also notify police.
- We contact the local authority children's social care team:
If the children's social care team is unavailable [or as our local authority advise] we will contact the local police
- After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
- The child stays at the preschool in for group provision: the care of two of our fully-vetted workers, one of whom will be our preschool manager or deputy 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.
- Ofsted may be informed: 0300 123 1231
- Buckinghamshire Safeguarding Children Partnership (BSCP) may also be informed

Members of staff do not:

- go off the premises to look for the parents
- leave the premises to take the child home or to a carer

- offer to take the child home with them to care for them in their own home until contact with the parent is made
- Staff make a record of the incident in the child's file using, usually a practitioner. A record of conversations with parents should be made, with parents being asked to sign and date the recording.
- This is logged on the child's personal file along with the actions taken. Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked.

This policy was adopted on

6th September 2023

Date to be reviewed

6th September 2024

Signed by committee chairperson

Signed by preschool manager
