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 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 01278 734636.
- 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 named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
- If we have any cause to believe the child has been abandoned, 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]

  Somerset Direct 0300 123 2224

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

  Emergency Duty Team 01458 253241

- 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 setting in [for group provision: the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager/for childminding provision: my care] until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
- 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 ensure that the child is not anxious and we do 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:

  0300 123 1231 *(telephone number)*

- The local Pre-school Learning Alliance office/Development Worker may also be informed:

  01278 691719 *(name and phone number)*

This policy was adopted by	Stowey Bears Preschool	*(name of provider)*
On		*(date)*
Date to be reviewed	Reviewed annually	*(date)*
Signed on behalf of the provider	Rachel Penny	
Name of signatory	Julia Jameson	

Role of signatory (e.g., chair, director or owner)	Chairperson

Other useful Pre-school Learning Alliance publications

Complaints procedure

We aim to work in partnership with parents and carers and welcome comments, concerns and suggestions about our provision. We take all complaints seriously and will deal with them promptly, fairly, confidentially and in line with the current Early Years Foundation Stage statutory framework and Ofsted requirements.

- Parents and carers are encouraged to raise any concern informally with the manager or deputy manager as soon as possible so that the matter can be discussed and, where possible, resolved quickly.
- If the concern is not resolved informally, or if the parent or carer wishes to make a formal complaint, the complaint should be made in writing to the manager or chairperson. Written complaints may be submitted by letter or email and should include the nature of the complaint, relevant dates, names of those involved and the outcome sought.
- We will acknowledge receipt of a written complaint and investigate any complaint that relates to our fulfilment of EYFS requirements. The complainant will be notified of the outcome of the investigation, including any action taken, within 28 days of the complaint being received.
- A written record will be kept of all complaints, including the date received, the nature of the complaint, how it was investigated, the outcome, any action taken and the date the complainant was informed of the outcome. Complaint records will be made available to Ofsted on request and a summary of complaints will be made available to parents and carers on request, while respecting confidentiality.
- Where a complaint relates to a safeguarding concern, an allegation against a member of staff, or a concern that a child may be at risk of harm, we will follow our safeguarding and child protection procedures immediately. This may include seeking advice from, or making a referral to, the local authority designated officer, children's social care, Ofsted and/or the police as appropriate.
- If the complaint suggests a data protection breach, we will follow our data protection procedures and, where required, report the matter to the Information Commissioner's Office within the statutory timescale.
- Parents and carers may contact Ofsted if they believe the setting is not meeting EYFS or registration requirements. Ofsted can be contacted by email at enquiries@ofsted.gov.uk, by telephone on 0300 123 4666, or by post at Ofsted, Piccadilly Gate, Store Street, Manchester M1 2WD.

- Safeguarding Children (2013)