

## 06 Safeguarding children, young people and vulnerable adults procedures

### 06.04 Uncollected child

In the event that a child is not collected by an authorised adult at their expected collection time, agreed procedures are put into practice. These ensure the child is cared for safely by an experienced and qualified educator who is known to the child. The child will receive a high standard of care in order to cause as little distress as possible. Parents/carers are informed of the procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### Procedures

- Parents/carers of children starting at the pre-school are asked to provide the following specific information when their child starts attending the pre-school, which is recorded on the 09.01b Registration, Sessions Requested and Permission Form:
  - home address and telephone number - if the parents/carers 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 and telephone numbers who are authorised by the parents/carers to collect their child from the pre-school, 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
  - emergency contact details of one/two other people who is/are authorised to pick up child in an emergency. In total 3 contact telephone numbers are required
- On occasions when parents/carers 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/carers, 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 and telephone number of the person who will be collecting their child. Staff agree with parents/carers how to verify the identity of the person who is to collect their child i.e. password.
- Parents/carers are informed that if they are not able to collect the child as planned, they must inform the manager, deputy or their child's key person so that back-up measures can be taken. Parents/carers are provided with the contact telephone number (07756 029105) or the manager's contact details.
- Parents/carers are informed that the child protection procedures are applied in the event that their child is not collected by an authorised adult within one hour after the pre-school has closed and that the staff can no longer supervise the child on the premises.
- If a child is not collected at their expected collection time, the procedures below are followed:
  - the child's file is checked for any information about changes to the normal collection routines
  - the answer phone for the mobile phone is checked to see if any message has been left regarding the late collection of the child
  - if no information is available, parents/carers are contacted at home or at work

