

## **Safeguarding and Welfare Requirement: Child Protection**

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

# **The Willow Tree Nursery School**

## **Uncollected child**

### **Policy statement**

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. 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 of children starting at the setting are asked to complete forms which provide the following specific information:
  - Home address and telephone numbers (home/work/mobile as applicable) - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Who has parental responsibility for the child.
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a child minder or grandparent.
  - Information about any person who does not have legal access to the child.
- This information is all stored in the child's personal file.
- On occasions 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.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with details (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. This is usually by the use of 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.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - Practitioners check with the manager and deputy regarding changes to the normal collection routines.
  - If the setting has not been informed of any changes, 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 the setting – and whose telephone numbers are recorded in the child’s personal file – 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 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.
- We contact the local authority’s Initial Consultation and Advice Team (ICAT):

**LBHF ICAT: 0208 753 6610**

- 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 setting in the care of two teachers until the child is safely collected either by the parents or by the local authority.
- The local authority 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 staff go to look for the parent, nor do they take the child home with them.
- 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 by our staff.
- Ofsted may be informed:

**Ofsted: 0300 1231231**

The Willow Tree Nursery School

This policy was adopted at a meeting of

Held on

Date to be reviewed

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**Other useful Pre-school Learning Alliance publications**

- Safeguarding Children (2010)