



06 Safeguarding children, young people and vulnerable adults procedures

06.04 Uncollected child

If a child is not collected by their expected collection time, 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 there is an unavoidable delay, they will be reassured that their child will be properly cared for.

Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our enrolment 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 to 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 01582 833126

If there has been no contact from the authorised adult, or there are concerns about the child's welfare then this procedure is followed. The designated person is informed of the uncollected child as soon as possible and attempts to contact the parents by phone.

- If the parents cannot be contacted, the designated person uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After one hour, 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. We may be advised to call the police.



- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be the designated person or designated officer, until the child is safely collected by the parents or by a social care worker.
- Where appropriate the designated person should also notify police.

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. A 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.
- Late collections incur a fee of £5 for every 15 minutes until the child is collected.