



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, Peekaboo Childcare (Torquay) Limited put into practice agreed procedures laid out below. 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 online management system Family.

- 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 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 01803614786.
- If a child is not collected at their expected collection time, we follow the procedures below:
 - The child's Family account 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 Family - 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 Family.
- If no-one collects the child within half an hour 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 children's social care team:

Torbay Children Service 01803208100

- Or the out of hours duty officer (where applicable):
Torbay Out of Hours Social Worker 01803 524519
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- The child stays at the setting in the care of one of our fully-vetted workers 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.
 - 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. The amount is £5 every 15 minutes late.
 - Ofsted may be informed:

03001231231

(telephone number)

This policy was adopted by	Peekaboo Childcare (Torquay) Ltd	<i>(name of provider)</i>
On	21/04/2015	<i>(date)</i>
Date to be reviewed	11/1/2021	<i>(date)</i>
Signed on behalf of the provider		
Name of signatory	Alexandra Morton	
Role of signatory (e.g. chair, director or owner)	Director and Designated Person	

Other useful Pre-school Learning Alliance publications

- Safeguarding Children (2013)