



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

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

## **HOLY REDEEMER PRE-SCHOOL**

### **1.4 Uncollected child/Late collection**

#### **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 via Famly app:
  - Home address and telephone number
  - Mobile telephone number
  - Names and 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, email or text message 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 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 using 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. Our contact telephone number is 07714 516 441.
- 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/Famly - 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 by the parent/carer.
  - 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 (MASH):

If the children's social care team (MASH) is unavailable [or as our local authority advise] we will contact the local police]

Bexley Social Care	<i>(name and phone</i>
020 8303 7777	<i>number)</i>

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

Bexley Social Care	<i>(name and phone</i>
020 8303 7777	<i>number)</i>

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- 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 the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager 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.
- Our manager contacts our chair of trustees and reports the incident.
- 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.
- Charges are calculated for 2 members of staff to stay at the setting and is charged as follows:
  - First 15 minutes = £10 and £5 for every 5 minutes after that.
  - Ofsted may be informed:

0300 123 4666

*(telephone number)*

- The local designated officer may also be informed:

0208 303 7777

*(telephone number)*

This policy was adopted by

The Holy Redeemer Pre-School Playgroup

Updated:

March 2025 *(date)*

Date to be reviewed

March 2028 *(date)*

Signed by provider:

Laura Heath, Manager

Shelley Masher, Manager

Approved on behalf of the provider

Name of signatory

Rev Melanie Jemmett

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

Chair of Trustees  
The PCC of The Holy Redeemer Lamorbey

## Other useful Pre-school Learning Alliance publications

- Working together to Safeguard Children (2024)