

## Safeguarding and Welfare Requirement: Child Protection

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



### 1.4 Uncollected child

#### Policy statement

If a child is not collected by an authorised adult by their expected collection time, 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 to cause as little distress as possible. We inform parents 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:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a trusted neighbour or close relative.
  - Place of work, address, and telephone number (if applicable).
  - Mobile telephone number (if applicable).
  - Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent. We also operate a password system.
  - 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 (usually via e mail) of how they can be contacted, or who will be collecting their child – information recorded in diary in office and relevant team informed as soon as possible.
- 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 – using the password system.

- 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 their expected collection time, we follow the following procedures:
  - The child's file/office diary/emails are 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 from the setting – and whose telephone numbers are recorded on the Registration Form – 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 the Registration Form or in their file (unless we have previously been informed)
  - 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.
- If we have any cause to believe the child has been abandoned, we contact the local authority children's social care team:

❖ Bradford Children's Services - **01274 433999**  
(Monday – Thursday 8.30am - 5.00pm, Friday 8:30am-4:30pm)

❖ Emergency Duty Team – **01274 431010**  
(out of office hours)

- If the children's social care team is unavailable, or if our local authority advises, we will contact the local police.
- If you have reason to believe that a child is at risk of IMMEDIATE HARM, contact the police on 999.
- After an additional 15 minutes if the child has not been collected, we will contact the statutory agencies again.
- The child stays at our setting in the care of two fully vetted workers, one of whom will be our Owner/Manager/ Deputy Manager or Named Deputy, 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 do we 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.
- Ofsted may be informed: **0300 123 1231**

**Other useful Pre-School Learning Alliance publications:**

- Safeguarding Children (2018)

This policy was adopted by	Jolly Tots Pre-School Nursery	(name of provider)
on	<hr/> 1 <sup>st</sup> September 2025	(date)
Date to be reviewed	<hr/> September 2026	(date)
Signed on behalf of the management		
Name of signatory	<hr/> Lee Davison	
Role of signatory (e.g., Chair/owner)	<hr/> Manager	