

# Sunbeams Play

Registered Charity No. 1152188

## Safeguarding Children and Young People

### 7. Uncollected Child or Young Person.

#### Policy statement

In the event that a child/young person is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child/young person is cared for safely by an experienced and qualified practitioner who is known to the child/young person. We will ensure that the child/young person receives 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/young people will be properly cared for.

#### Procedures

- Parents/Carers of children or young people starting at the setting are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number - if the parents/carers 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 by the parents/carers to collect their child/young person from the setting. E.g. a child-minder or grandparent.
  - Who has parental responsibility for the child/young person.
  - Information about any person who does not have legal access to the child/young person.

- On occasions when parents/carers 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/carers or the persons normally authorised to collect the child/young person are not able to collect the child/young person, they provide us with written details of the name, address and telephone number of the person who will be collecting their child/young person. We agree with parents/carers how to verify the identity of the person who is to collect their child/young person.
- Parents/Carers are informed that if they are not able to collect the child/young person as planned, they must inform us so that we can begin to take back-up measures. We provide parents/Carers with our contact telephone number.
- We inform parents/carers that we apply our child protection procedures as set out in our child protection policy in the event that their children/young people are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child/young person on our premises.
- If a child/young person is not collected at the end of the session/day, we follow the following procedures:
  - The child's or young person'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/carers to collect their child/young person 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/young person does not leave the premises with anyone other than those named on the Registration Form or in their file.
  - If no-one collects the child/young person after one hour and there is no-one who can be contacted to collect the child/young person, we apply the procedures for uncollected children/young people.
  - We contact the Children's Advice and Duty Service (CADS):

**Telephone Number 0344 800 8021**

- The child/young person stays at setting in the care of two fully-vetted workers until the child/young person is safely collected either by the parents/carers or by a social care worker.
- Social Care will aim to find the parent/carer or relative if they are unable to do so, the child/young person will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent/carer, nor do they take the child/young person home with them.

- A full written report of the incident is recorded in the child/young person's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted may be informed:

**Telephone Number 0300 123 1231 Setting Ref: EY489499**

This policy was adopted on	20 <sup>th</sup> April 2015
Policy updated	April 2024
Date to be reviewed	April 2025
Signed on behalf of the management committee	
Name of Signatory Susan Carr	
Role of Signatory Manager	

Reviewed By	Date
Sue Carr	24/04/2024