



## Maeda Gakuen

### Safeguarding & Welfare: Uncollected Child Policy

#### Policy statement

In the event that a child is not collected by an authorised adult at the end of a session or day, we implement 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 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 information which is recorded on our systems:

- Home address and phone numbers
- 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 phone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses and phone 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, they provide us with written details of the name, address and phone 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 advised that if they are not able to collect the child as planned, they must inform us so that we implement back-up measures.

♣ Parents should be advised that we implement our child protection procedures in the event that their child is not collected from our setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

♣ If a child is not collected at the end of the session or day, we follow the following procedures:

- The child's file and parent 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.

- If no-one collects the child after the setting has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority children's social care team Acton Yochien - ECIRS on 020 8825 8000 and Finchley Yochien - MASH on 020 8359 2000.
- The child stays at setting in the care of 2 members of staff 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 be looked after by the local authority.
- Under no circumstances will staff go to look for the parent, nor do they take the child home with 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 by our staff.

This policy was revised in August 2017 by Nikita Phadnavis (Manager) of Maeda Gakuen Yochien.