



Uncollected child

Our Preschool has the highest regard for the safety of the children in our care – from the moment they arrive to the moment that they leave.

At the end of every session, the Preschool will ensure that all children are collected by a parent, carer or designated adult, If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- i. If a parent, carer or designated adult is more than 10 minutes late in collecting their child, the Preschool Manager will call the parent, carer or emergency contacts, and use any other emergency contact details available to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- ii. While waiting to be collected, the child will be supervised by a member of staff who will offer them as much support and reassurance as is necessary.
- iii. If, after repeated attempts, no contact is made with the parent, carer or emergency contacts, and a total of 60 minutes has elapsed, the Preschool Manager will call the local social services department for advice.
- iv. In the event of the social services being called and responsibility for the child being passed to a child protection agency, the Preschool Manager will attempt to leave a further telephone message with the parent/carer or emergency contact's answerphone. Furthermore, a note will be left on the door of the Preschool's premises informing the parent, carer or emergency contact of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- v. A child will not be taken away from the Preschool's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- vi. The child will remain in the care of the Preschool until they are collected by the parent, carer or emergency contact, or alternatively placed in the care of social services.