



131 Hailey Road, Witney, Oxon, OX28 1HL
01993 705509

broadhillpreschool@btconnect.com
www.broadhillpreschool.co.uk

1.4 Uncollected child

If a child is not collected by closing time, or the end of the session and there has been no contact from the parent, or there are concerns about the child's welfare then this procedure is followed.

- The Designated Safeguarding Lead is informed of the Uncollected child as soon as possible and attempts to contact the parents by phone.
- If the parents cannot be contacted, the Designated Safeguarding Lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After One (1) hour, the Designated Safeguarding Lead contacts the Multi-Agency Safeguarding Hub (MASH) if the parents or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents.

Multi Agency Safeguarding Hub - 0345 050 7666

Emergency Duty Team (after 5 p.m.) 0800 833 408

- In the event of not being able to contact the MASH, the police will be contacted for advice.

Police Non-Emergency - 101

Members of staff do not:

- Go off the premises to look for the parents
- Leave the premises to take the child home or to a carer
- Offer to take the child home with them to care for them in their own home until contact with the parent is made.

Registered Charity 271750



Ofsted Registration 134458





Continued Procedure

- Staff make a record of the incident in the child's file. A record of conversations with parents should be made, with parents being asked to sign and date the recording.

This is logged on the child's personal file along with the actions taken and a full report of conversation/actions/instructions from other agencies.

- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- We also have a late collection charge in place, if you are later than 12.15/3.15pm picking your child up there will be a charge of £6.50 for every 15 minute delay.
- Ofsted may also be informed of the event within 7 days:

Telephone Number: 0300 123 1231 Registration Number: 134458

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