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**Beaumont Community Preschool & Childcare Groups**

**Collections, Uncollected child, and Late Collections**

# Policy statement

In the event that a child is not collected by an authorised adult at by their expected collection time, Beaumont Community Preschool & Childcare Groups put into practice agreed procedures. 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 of children 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 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 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 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 and ask that the person brings identification on initial pick-up along with the password provided on admission..
* 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, which is **01252 328375.**
* Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the setting manager and a risk assessment completed and signed by the parent. In all cases the setting manager will ask the parents to ensure that in future alternative arrangements are made. If the parent is under 16 years of age a risk assessment will be completed. No child will be collected by anyone who has not reached 14 years of age. The risk assessment should take account of factors such as age/vulnerability of child, journey travelled, arrangements upon leaving the setting to go home/elsewhere.

***Late Collections***

* We understand that there may at times be unforeseen circumstances in the delay in collection of your child by their expected collection time. If a parent is going to be late, we ask that you inform the setting as soon as possible notifying us of the reason and a reasonable length of time in which it will take you to collect your child.
* Lateness in collection is recorded and monitored in our late collections record file, which you will be asked to sign.
* A £10 charge may be incurred if you are continually more than 5 minutes late on 3 or more occasions when it comes to picking up your child from the setting, which may increase by £5 for every 10 minutes thereafter for example
* 5 minutes = £10
* 15 minutes = £15
* 25 minutes = £20
* Please note that after 30 minutes of non-collection of a child without valid reason, we will refer to the procedure of an uncollected child as set out in this policy.

***Uncollected child***

* We inform parents that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult **within 30 minutes** of their expected collection time and/or the staff can no longer supervise the child on our premises after the setting has closed.
* If a child is not collected at the end of the session/day, we follow the following procedures:
* The child’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 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 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
* Local authority children’s social care team:

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| --- | --- | --- |
| **0300 555 1384** |  | (telephone number) |

Out of hour’s duty officer (Emergency Contact):

|  |  |  |
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| **0300 555 1374** |  | (telephone number) |

If the children’s social care team is unavailable [or as our local authority advise] we will contact the local police]

* After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
* The child stays at setting in the care of two fully-vetted workers one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
* 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 staff go to look for the parent, 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 worked.
* Ofsted may be informed:

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| **0300 123 1231** |  |  |

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| This policy was adopted at a meeting of | **Beaumont Community Preschool & Childcare Groups** |  |
| Held on |  | (date) |
| Date to be reviewed |  | (date) |
| Signed on behalf of the management committee |  | |
| Name of signatory |  | |
| Role of signatory (e.g. chair/owner) |  | |