

Policy & Procedures in respect of an 'Uncollected child'

This document is produced for staff working with the children at Pixies, and is a point of reference for families and others visiting the setting. Within this document 'staff' refers to all persons directly involved in the care of children at this setting, irrespective of their employment status, and includes students, trainees and volunteers. 'Person-in-Charge' refers to the most Senior member of staff on duty at the time in question. It relates to the safety and security of all children attending Pixies and outlines the procedures to follow in the event of a child or children not being collected from the setting. These procedures are also a safeguard for staff and the parents/carers of children attending Pixies.

Considerations

- Children's records that are kept at the setting must include details of the telephone numbers of the parent(s)/carer(s), as well as other nominated persons to contact in an emergency.
- All parents/carers must provide details of persons authorised to collect their child/children.
- All children will have a designated time for collection from the setting. Children attending full days should be collected by 6pm when Pixies closes. Children attending part-time should be collected by the time agreed with the Manager on admission.
- Staff should allow a 'reasonable' time for late collection before assuming that a child is not being collected. A reasonable time will not be the same in every situation. Consideration should be given to the distance the parent /carer normally travels to reach the setting. It may become apparent that there are exceptional circumstances occurring to delay parents/carers, eg; transport strike /traffic accident /power cut.
- Usually parents/carers will contact the nursery to advise when they are delayed. However, should it become unusually late and there has been no contact from the parent/carer, staff should take further action.
- More than an hour after the designated collection time with no contact should be automatically considered to be 'uncollected'. This will then be treated as a Child Protection issue.

Procedures when a child has not been collected

- In the first instance staff should telephone the parents/carers on the numbers provided. In most cases this will resolve the situation.
- If no contact is made with the parents/carers, staff should then telephone the 'emergency' persons as nominated by the parents/carers on the numbers provided. Staff should request that an appropriate person come to collect the child/children.
- In the event of no contact with either the parents/carers or their nominated emergency persons, the 'Person-in-Charge' should be informed as appropriate.
- The 'Person-in-Charge' should satisfy themselves that every effort has been made to contact the parents/carers or their nominated persons.

If it is clear that no contact can be made at this time, the 'Person-in-Charge' should take the following action;

1. Complete a written report recording telephone numbers called and times of the calls.
2. Telephone ACAS and report to the Duty Social Worker advising of the circumstances.

3. Follow advice given by the Social Worker which may include the handing over the child to the care of a Social Worker.
4. In the event of a 'hand over' of a child to a Social Worker the 'Person-in-Charge' should ensure that all relevant information is given to the Social Worker and a written report is made of all action taken. In addition The Registered Provider should be informed of all action where she is not the Person-in-Charge at the time.
5. Parents should be informed of all action at the earliest possible time. The 'Person-in-Charge' should ensure that they verify the identity of any person collecting the child including any personnel from Social Care.
6. Inform Ofsted at the earliest opportunity.

Parents

All parents/carers will be advised as to the procedures that will be followed in the event of their child/children not being collected from the nursery.

Implementation

The Registered Provider has overall responsibility for ensuring that this policy is implemented. All Managers and other members of staff are to co-operate with their employer and senior staff in carrying out this policy.

ACAS – tel: 01273 295920 (out of hours – 01273 335906)

Advice Contact and Assessment Service
Whitehawk Community Hub and Library
179a Whitehawk Road,
Brighton BN2 5FL
email: ACAS@brighton-hove.gcsx.gov.uk

Ofsted

The National Business Unit
Piccadilly Gate, Store Street
Manchester M1 2WD
0300 123 1231

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