

**Collection of and uncollected child**

Children must be collected from the setting within 10 minutes of the end of their session.

## In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice 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.

## Procedure:

* 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.
* A work telephone number if it is appropriate for us to contact them on it.
* Mobile telephone number.
* Name and telephone numbers of adults (over 16) 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.
* From Sep ’25 parents are asked to provide a password for their child to be collected when the person collecting is unknown to the setting.
* 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 and telephone number of the person who will be collecting their child. If this is the same day this needs to be done verbally, at drop off or via the phone, as e mails are not always monitored. This is recorded on the Pre-School Tapestry register. We agree with parents how to verify the identity of the person who is to collect their child with a password. The Pre-School suggests that this is a password only known by the Pre-School and person collecting.
* 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.
* At the management committees discretion we reserve the right to charge a full session’s fee for consistent late collection. The session’s fee will be charged for every 15minutes late to cover the costs required to keep the setting open until collection is made.
* We inform parents that we apply our child protection procedures in the event that their children are not collected 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/day, we follow the procedures below:
* 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 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- LCSS (the number is located on the safeguarding noticeboard in the change room)

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* The child stays at the setting in the care of two fully-vetted workers 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 become 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 Cpom file.

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| Ofsted may be informed. |

**Incapacitated parent/carer**

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include:

* appearing drunk
* appearing under the influence of drugs
* demonstrating angry and threatening behaviour to the child, members of staff or others
* appearing erratic or manic

**Informing**

* If a member of staff is concerned that a parent/carer display any of the above characteristics, they inform the designated safeguarding lead as soon as possible.
* The designated safeguarding lead assesses the risk and decides if further intervention is required.
* If it is decided that no further action is required, a record of the incident is made on form 06.1b Safeguarding incident reporting form.
* If intervention is required, the designated safeguarding lead speaks to the parent/carer in an appropriate, confidential manner.
* The designated safeguarding lead will, in agreement with the parent/carer, use emergency contacts listed for the child to ask an alternative adult to collect the child.
* The emergency contact is informed of the situation by the designated safeguarding lead and of the setting’s requirement to inform social care of their contact details.
* A Trustee (Preferably the named Safeguarding officer if available) are informed of the situation as soon as possible and provide advice and assistance as appropriate.
* If there is no one suitable to collect the child social care are informed.
* If violence is threatened towards anybody, the police are called immediately.
* If the parent/carer takes the child from the setting while incapacitated the police are called immediately and a referral is made to social care.

**Recording**

* The designated safeguarding lead records the incident on Cpoms.