



23. Safeguarding Children Policy

Collection and Non-Collection of Children

Aims of Policy

This policy aims to outline the collection and non-collection of children as part of our safeguarding children policies.

Arrangements for Collection and Non-Collection of Children

1. a) In the event that a child is not collected by an authorised adult at the end of a session, the Pre-School will 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.
b) In the event that a child is not collected by an authorised adult, we will ensure that the child receives 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.
2. a) Parents/carers must inform staff for the purposes of entry in the 'Day Book' if their child is to be collected by someone other than themselves or their usual carer (see paragraph 3 below) including close relatives Mum/Dad/Aunties/Uncles/Grandparents) or friends with whom the staff may not be familiar. This must be done with as much notice as possible and if this happens on the day, a phone call is necessary as emails may not get through.
b) If the person collecting your child is not known to the Pre-School staff, a password **must** be given to the staff in advance either verbally or in writing. This password must then be written by the member of staff together with an explanatory note in the back of the 'Day Book' and signed and dated by the member of staff. If a note has been written by the parent/carers this is to be placed in the pocket at the back of the 'Day Book' as well as the note written by the staff member.
c) When the authorised person arrives to collect the child they **must** be able to give the password verbally to the member of staff before the child can be handed over. If they cannot for any reason remember the password the child is not allowed to leave without the person in charge speaking to the parent (by telephone) and getting the parent to sanction the handing over of the child. If for any reason the person in charge is not satisfied with the validity of the information, the child is not to be handed over until the parent/carers can come to the Pre-School.
d) We would advise that the password should be changed on each occasion one is required.
e) If the person nominated by the parent to collect their child is subsequently unable to do so, staff cannot accept a further change to the arrangement without confirming this with the parent in advance of the collection.
f) If staff are in any doubt as to a caller's identity, they may elect to follow up with a phone call to the parent/carers for verification purposes.
3. If parents/carers have a regular arrangement with someone to collect the child e.g. a childminder, a form giving permission for this type of arrangement is available.
4. Parents/carers can ring the Pre-School to inform us of an unexpected change in the arrangements for collection of their child. The password system should then be put into action and noted at the back of the 'Day Book'. A verbal message from a friend is not acceptable and staff

will be obliged to follow this up with a phone call to parent/carer, as will also be the case if staff are in any doubt as to the identity of the person making the original telephone call.

5. If a child is not collected at the end of the session, we follow the following procedure:
The Day Book is checked for any information about changes to the normal collection routine. If no information is available, parents/carers are contacted at home or work.
 - a. try home numbers/mobiles of parents/carers.
 - b. try business numbers of parents.
 - c. try emergency numbers given by parents. We must have at least 2 emergency contact numbers from parents, who the parents have given permission to collect the child.
 - d. The child will be cared for by two fully vetted members of staff for an hour after the end of the session.
 - e. Should the child continue to remain uncollected we follow the correct procedures set down by the local authority. We contact our local authority First Response 01296 383962 or out of hours 01494 675802. The police will also be notified in this situation.
 - f. Social care workers will aim to find the parent or relative. If they are unable to do so, the child will be admitted into care of the local authority. Under no circumstances are staff to 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 file.
 - g. If the non-collection of the morning child affects the minimum ratio* of adult to child 1:8 for children aged 3-7 and 1:4 for children aged 2.5-3, during the afternoon session and or breaches our Welfare Requirements on space allocation, we would contact Ofsted tel no: 0300 123 1231 and our insurance company Morton Michel Ltd tel no: 03300 589861, policy no: 23348, to inform them that due to an emergency we were breaking the agreed ratios and numbers of children being cared for in the Pre-School.

*This is unlikely to happen as our child to staff ratio is higher than required 1:5 for children over 3.

NB If there are problems such as court orders restricting access to children, the Pre-School must be informed of the arrangements as soon as possible.

As with all the policies for Seer Green Pre-School, the Operational Plan should be referred to for the specific details of day to day operations of the Pre-School. In addition, any issues which arise in the course of a child's time with the Pre-School and that are related to a child's health and wellbeing, parent's or staff's concern, or the overall care and safety of our children, staff, parents and equipment will be dealt with in a professional and confidential manner in order to arrive at an appropriate outcome.

This policy was adopted on (date) _____

Signed on behalf of Seer Green Pre-School (Chairperson) _____

This policy was reviewed as indicated below:

2007 created

2009, 2011, 2012, 2013, 2014, 2015, 2016 reviewed and updated as required

July-Nov 2017 reviewed and updated

June-July 2018 reviewed and updated

May 2019 reviewed

June 2020 reviewed

June 2021 reviewed and updated

July 2022 reviewed

June 2023 reviewed

September 2024 reviewed and updated