



## **Harden Pre-School & Memorial Hall** *Springfield Breakfast & Afterschool Club*



### **Late Collection & Non-Collection of a Child Policy**

#### **Policy statement**

At Harden Pre-school and Springfield Breakfast and After School Club we have morning, afternoon, and all-day sessions. Parents can collect their child from the setting flexibly within this time period asking them to be no later than the session end time, for example if they attend the morning session, we expect children to be collected no later than 12.55pm, and afternoon/all-day session no later than 2.55pm.

For Springfield Afterschool club collection, it is no later than 5.45pm. We understand that some parents may arrive earlier to collect their child, this is acceptable. However, the full fees still remain in place for the allocated session times.

#### **Procedure**

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the setting as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the setting in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing the setting of this person's identity so they can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the setting to release the child into their care. This is the responsibility of the parent.

#### **Child not collected by closing time**

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 person 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 person uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After one hour, the designated person contacts the local social care out-of-hours duty officer 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.
- The designated person should arrange for the collection of the child by social care.
- Two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- Where appropriate the designated person should also notify police.
- The nursery will inform Ofsted as soon as convenient.

**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
- Staff make a record of the incident which is added to the Incident file. A record of conversations with parents should be made, with parents being asked to sign and date the recording along with the actions taken.
- Confidential safeguarding incident report form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve timekeeping and identify any further support that may be required. A late collection fee may be applied as set out in our fees policy.

Name	Contact No
Social Services Emergency Duty Team	01274 431010
Ofsted	0300 123 1231

This policy was adopted on	Signed on behalf of the setting	Date for review
9 <sup>th</sup> October 2023	Karen Clarke – Manager Michelle Wood – Deputy Manager	8 <sup>th</sup> October 2024



**Harden Pre-School & Memorial Hall**  
*Springfield Breakfast & Afterschool Club*



## **Missing Child Policy**

### **Policy statement**

At Harden Pre-school and Springfield Breakfast and After School club we take all reasonable steps to ensure the safety of children on the premises. We only release children into the care of individuals who have been agreed with us by the parent during induction. Safety systems are in place to ensure that children do not leave the premises unsupervised.

In the unlikely event of a child going missing within/from the setting, we have the following procedure which will be implemented immediately:

### **Procedures**

#### *Child going missing in the building*

- As soon as it is noticed that a child is missing, the member of staff informs the designated person who initiates a search within the setting.
- If the child is found on-site, the designated person checks on the welfare of the child and investigates the circumstances of the incident.
- If the child is not found on site, one member of staff searches the immediate vicinity, if there is no sign of the child, the police are called immediately.
- The parents are then called and informed.
- The designated person contacts the Chairperson of the management committee, to inform them of the situation and seek assistance.

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#### **Child going missing off-site (outing or walk)**

- As soon as it is noticed that a child is missing, the senior staff present carries out a headcount.
- One member of staff searches the immediate vicinity.

- If the child is not found, the senior staff calls the police and then contacts the designated person.
- The designated person informs the parents.
- Members of staff return the children to the setting as soon as possible if it is safe to do so. According to the advice of the police, one senior member of staff should remain at the site where the child went missing and wait for the police to arrive.
- The designated person contacts the Chairperson of the management committee who attends the setting.
- Staff keep calm and do not let the other children become anxious or worried.
- The Pre-School Manager together with the chairperson or representative from the management committee, speaks with the parent(s) and explain the process of the investigation.

### Recording and Reporting

- The chairperson and management committee, carry out a full investigation taking written statements from all the staff in the room or who were on the outing.
- The key person/staff member writes an incident report detailing:
  - The date and time of the report.
  - What staff/children were in the group/outing and the name of the staff designated responsible for the missing child.
  - When the child was last seen in the group/outing.
  - What has taken place in the group or outing since the child went missing.
  - The time it is estimated that the child went missing.
  - A conclusion is drawn as to how the breach of security happened.
  - If the incident warrants a police investigation, all staff co-operate fully. In this case, the police will handle all aspects of the investigation, including interviewing staff.
- Ofsted are informed as soon as possible (and at least within 14 days).
- The insurance provider is informed.
- Staff must not discuss any missing child incident with the press without taking advice.

This policy was adopted on	Signed on behalf of the setting	Date for review
9 <sup>th</sup> October 2023	<i>Karen Clarke – Manager</i> <i>Michelle Wood – Deputy Manager</i>	8 <sup>th</sup> October 2024