

1.8 Unknown or unauthorised collection & uncollected child

Policy

Parents/ carers must adhere to the childcare premises procedure when registering. The person collecting a child must be a minimum of aged 18 years old which is treated as an adult by the law.

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.

Procedures

Collection of a child

We train our workforce in the procedure to ensure that the safety of every child is paramount.

- We inform parents/carers of our procedures so that they will be reassured that their children will be properly cared for.
- Parents are asked to provide the following specific information before a child starts at the setting. This is recorded on the child's digital (NIAB) registration details and retained in the Child's Profile:
 - Home address(s) and telephone number(s)
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Two emergency contact details with names, addresses, telephone numbers.
 - Details of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent, including names, addresses, telephone numbers.
 - Collection passwords for each authorised collector.
- Parents must specify who has parental responsibility for the child and provide information about any person who does not have legal access to the child.
- This information is retained in the child's personal details on NIAB.
- Information regarding children's personal detail are regularly updated via NIAB. Parents must inform us of changes immediately (through notification via their parent admin app) and are asked to check and confirm the information held by the setting is up to date at the key person/parent meetings.
- We implement and train staff in the procedure for collection of a child using:
 - Security password (Recorded on NIAB)
 - Asking for a form of identification (Passport or drivers' licence)
- We follow this checklist:
 - Know by sight who is authorised to collect the children in your group. If you do not recognise the person collecting a child you must refuse to allow the collection until their identity and parental permission is confirmed, even if the child recognises the person. The person's date of birth must be checked, and the person must be aged over 18 years old and be an adult.
 - Do not allow entry into the childcare premises (outside). If the person has accessed the premises do not allow entry further than the entrance security doors. Leaving the person outside.
 - Remove all the children including the child to be collected to a safe place, safely away from the person, ensure security doors and gates are secured and locked.
 - Inform your supervisor / line manager.
 - Politely explain to the person that their identity must be verified before collection of the child. All legitimate persons will fully co-operate and be understanding. Ask the person to remain outside the external security doors whilst their identity is verified.

- Co-operate fully with any instructions and or advice issued by senior members of staff, the Manager and, if necessary, the Police. Every effort must be made to ensure that all children, especially the child to be collected, receives a high standard of care in order to cause no or as little distress as possible.
- If children or the child to be collected becomes agitated or distressed, they must be reassured and comforted.
- Establish if a senior member of staff recognises the person and can verify the identity of the person to establish that the person is authorised to collect the child.
- If staff do not recognise the person collecting a child, they must refuse to allow the collection. Even if the child recognises the person.
- If the identity of the person cannot be verified the Supervisor or Manager must alert all staff to the situation to ensure that the person does not gain access beyond the security doors. Staff need to be extra vigilant.
- Ensure that children that may be at potential risk return inside the nursery premises and ensure all security doors are secured and locked at all times.
- Be the main point of contact for staff, the parent, a person attempting to collect the child.
- Contact the parent to obtain permission for the collection of the child.
- The child must only be released when the parent has given authorisation through the Password Collection System.

If the parent does not or cannot give permission the child must not be released.

- If the identity of the person cannot be verified after the Password Collection
- Supervisor or Manager must explain politely to the person attempting the collection that they are not permitted to allow them to remove the child.
- Escort the person outside the perimeter security gates.
- Politely request that they leave the childcare premises.
- Ensure that the person leaves the childcare premises.

Dealing with confrontation:

- If the person refuses to leave the premises, becomes aggressive or violent or attempts an unauthorised removal of a child contact the police immediately on 999.
- Instruct the person to wait outside. Inform them that you are contacting the police.
- Start to perform a lockdown.
- Refer to Prevent Duty - Policy and Procedure.
- Do not leave any children unattended.

Uncollected Child

- 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 friend, neighbour or close relative.
 - Place of work, address and telephone number (if applicable).
 - Mobile telephone number (if applicable).
 - Names, addresses, telephone numbers and signatures of parent(s), and we identify those 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 need to 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.
- 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.

Timeframe for collection & notifying children's social care

- We inform parents that we apply our child protection procedures in the event that their child/ren are not collected.
- The authorised person (parents/ carers/ guardians) must communicate effectively with the setting and make arrangements for the child/ren to be collected.
- An authorised adult must collect said child within 30 minutes after the session has ended or the setting has closed and the staff can no longer supervise the child on our premises.
- A late payment charge will also be applied for the additional care provided.
- If a child is not collected (*up to 1 hour*) 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. Notifications are reviewed for messages.
 - 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 (ParentAdmin) – 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:

Telephone Number:	
Out of hours Duty Officer / Team	

- The child stays at 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.
- We ensure that the child is not anxious and do not discuss our concerns in front of them.
- A full written report of the incident is recorded on NIAB on the child's log.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- In the event that the incident reoccurs a referral should be made to children's social care.

- Ofsted may be informed:

Ofsted:	
Telephone Number:	03001231231
Weblink:	https://www.gov.uk/guidance/report-a-serious-childcare-incident

- Our local Authority may be informed:

Local Early Years Team:	
Telephone number:	
Email:	

Additional Contacts:

Telephone number:	
Email:	

Telephone number:	
Email:	

