

Late Collection and Non Collection Policy 2016



The legal framework for this policy is based on:

Safeguarding Vulnerable Groups Act (2006)

Contact Names	Designation	Phone number	Date reviewed
DESIGNATED PERSONS	Nursery Owner – J Baxter	01204 494888	September 2015
DESIGNATED PERSONS	Lauren Hyde	01204 494888 07720665221	September 2015
SOCIAL SERVICES EMERGENCY DUTY TEAM	Parent/Police liaison	01204 337470	September 2015

Purpose To ensure the safety of children on collection and in the event of non-collection

Scope All staff, students and parents

Responsibility Owner/Manager

At Heaton House Nursery we expect all parents to agree an approximate time to collect their child from the nursery. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the nursery in advance to be used by anyone collecting a child who is not the parent (in addition to the door password)
- Calling the nursery as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the nursery of this person's identity so the nursery 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 nursery staff, the parent must provide a detailed description of this person, including their date of birth where known. Where this has not occurred staff are unsure of the identity of the designated adult, staff must call the parent to verify the identity of the designated adult.
- This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.
- When the designated person enters the nursery, the parent will be called and authority given to release the child into the designated persons care.
- The procedure should be documented on the back of the register.

Policy adoption date	Signature on behalf of nursery	Staff dissemination date	Latest review date	Next review date
19/09/2012	Esigned – Lauren Hyde	March 2016	03/11/2016	September 2016

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If a child has not been collected from the nursery after a reasonable amount of time has been allowed for lateness, we initiate the following procedure

- The nursery manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every **10 minutes** until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The nursery will inform Ofsted as soon as convenient.
- The 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
- If you have welfare concerns and still cannot contact anyone, ring the police on 101, or 999 in an emergency situation. Let them know what you have already done to contact the parent and the time they should have been picked up.
- The police are the only ones with power to remove a child; they will liaise with social care and may start proceedings if appropriate.
- If a pattern starts to develop, or you have other concerns around the child please refer to social care and follow your safeguarding procedures.
- In order to provide this additional care a late fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal nursery hours may incur.
- Professional judgement should be exercised in deciding the appropriate action. Where contact has been made with the parent, where possible, a plan should be made to ensure the swift collection of the child. Only where the parent does not keep to the agreed actions should the Emergency Duty Team be notified.

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Contact Numbers:

Children's Social Services

North East District Endeavour House Waters Meeting Road Bolton BL1 8SW	Astley Bridge, Bradshaw, Brightmet, Bromley Cross, Tonge Moor, Derby	01204 337400
South East District Farnworth Town Hall Market Street Farnworth Bolton BL4 7PD	Burnden, Daubhill, Farnworth, Harper Green, Kearsley, Little Lever	01204 333555
West District Le Mans Crescent Queen Street Bolton BL1 1SA	Blackrod, Deane, Heaton, Halliwell, Hulton Park, Horwich Westhoughton	01204 337210
Emergency Duty Team		01204 337777
Child Protection Unit Endeavour House Waters Meeting Road Bolton BL1 8SW		01204 337468
Inter-agency Training Co-ordinator Staff Development Castle Hill Centre Castleton Street Bolton BL2 2JW		01204 337612
Greater Manchester Police – Public Protection Investigation Unit (Bolton)		0161 856 6583

Allegations against those in a position of trust.

Agencies to Contact

Children's Services	Primary Care Trust
Head of Service Child Protection Unit 01204 337470 Principal Education Social Worker 01204 338171 Head of Service for Children and Young People 01204 334095 Head of Early Start 01204 331937	Community Consultant Paediatrician (Designated Doctor) 01204 362333 Designated Nurse Child Protection 01204 846762
Royal Bolton Hospital Trust	
Head of Nursing (Named Nurse) 01204 390725 Consultant Paediatrician (Named Doctor) 01204 390658	
Greater Manchester Police	
Detective Inspector Divisional Family Support Unit 0161 856 7947	
OFSTED	

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Piccadilly Gate, Store Street, Manchester, M1 2WD. 0300 123 1231

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