



Little Acorns

LITTLE ACORNS PRE-SCHOOL

POLICIES

PROCEDURE FOR LATE COLLECTION OF CHILDREN

Little Acorns has the highest regard for the safety of the children in our care, from the moment they arrive to the moment that they leave.

Little Acorns holds three separate contacts for each child, provided by the parent/carer.

At the end of every session Little Acorn's staff ensure that all children are collected by a parent, carer, or designated adult, in accordance with the Arrivals and Departures Policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated:

- If a parent, carer or designated adult is more than 15 minutes late in collecting a child the staff member in charge will follow the below procedure. If the Manager is not present at the time, the Manager will be informed when they are next in.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of qualified staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, care or designated adult, and a further period of 30 minutes has elapsed, the Manager will call the local Social services Multi Agency Referral Unit (MARU) referral Unit for advice - 0300 123 1116.
- In the event of Social Services being called and responsibility for the child being passed to a Safeguarding agency, the Manager will attempt to leave a further telephone message with the parent/carer or designated adults' answer phone. Furthermore, a

note will be left on the door of our premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact MARU.

- Under no circumstances will a child be taken to the home of a member of staff, or away from our premises unless absolutely necessary, in the course of waiting for them to be collected at the end of the session.
- The child will remain in the care of Little Acorns until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Social Services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection will result in a fine or the loss of their child's place at Little Acorns

Signed

Updated 27 March 2009

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