



Child Collection and Uncollected Child Policy

for

The ACE Centre Nursery School

This policy was adopted at a meeting of the ACE Centre Nursery School governors

Held on 29th September 2021

Date to be reviewed Autumn term 2022

Signed (Chair of Governors)

..... H. B. Ruff (Headteacher)

Introduction

This policy describes the procedures that the ACE Centre Nursery School follows to ensure that children are collected by **authorised and known adults** in a timely manner at the end of their Nursery School session or day.

For young children to feel secure and confident during their time at Nursery School, it is vital that we are able to manage their collection in a calm and timely way. We understand that parents and carers may, on occasion, be unavoidably delayed but, in such an event, parents are asked to telephone the ACE Centre as soon as possible in order that we can reassure their child and explain clearly what alternative arrangements have been agreed with their parent or carer. Clear communication from parents enables the Nursery School to ensure that their child receives the highest possible standard of care in order to cause as little distress as possible. We inform parents and carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

The ACE Centre Nursery School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or session.

Where late collection is a regular occurrence, or without good reason, or where parents do not collect a child from Nursery School, we will deal with any child welfare concerns arising from such an incident(s) in accordance with the Nursery School's child protection and safeguarding procedures.

In the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and we have not been able to contact a parent or carer, or our staff can no longer supervise the child on our premises, we follow a protocol of arrangements which have been agreed with the local authority education services, children and families assessment teams, police, and the Oxfordshire Safeguarding Children Board (OSCB). This protocol is attached to this policy as Appendix 1.

Procedures for Collection of Child from Nursery School

Parents of children starting at the ACE Centre Nursery School are required to provide the following information which is recorded on our Registration Form:

- Home address and telephone number – if a child's parents do not have a telephone, an alternative number must be given, perhaps a close relative or a neighbour
- Place of work address and telephone number(s) (if applicable)
- Mobile telephone number(s)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the ACE Centre Nursery School, for example a grandparent, childminder, family member. If possible, the Nursery School should be provided with at least two other relatives or carers who can be called when the parent cannot be contacted or in the event of an emergency.
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child

Parents are reminded of the need to update their child's Nursery School records with any changes to these authorised adults, their addresses, phone numbers etc. The Nursery School will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes eg. in our regular newsletters.

On occasions when parents are aware that they will not be at home or in their usual place of work for a reasonable period, they should 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, the parent should provide the Nursery School with written authorisation of the name, address and telephone number of the adult who will be collecting their child. Wherever possible, that person should be introduced to staff unless they are already known to the Nursery School practitioners. If the person is not known to the Nursery School staff and cannot be introduced before they collect the child, the parent will be asked to provide the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

If parents are unexpectedly unable to collect their child as planned, or are unavoidably delayed, they must inform the Nursery School as soon as possible in order that we can begin to take back-up measures.

In such an emergency situation, if a parent or carer needs to make arrangements for an adult who is not known to the Nursery School staff to collect their child, we need to be able to verify the identity of that person. The parent will speak on the telephone to a member of staff who knows the parent and family. They will be asked to provide the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.

Procedures for Uncollected Child

If a child is not collected from Nursery School at the expected time, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines
- If no changes have been notified, parents/carers are contacted at home or work or by mobile phone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the Nursery School and who are listed on the Registration Form are contacted.
- All reasonable attempts are made to contact the parents/carers, or authorised adults.
- The child will not be allowed to leave the premises with anyone other than those named on their Registration Form.
- The child will not be allowed to leave the premises with anyone whose identity is not known to the Nursery school staff or whose identity has not been verified by the child's parents and carers by providing the authorised person's name, address, telephone number, a description of the person and a password which has been shared only with the authorised person and the Nursery School.
- In the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and we have not been able to contact a parent or carer, or our staff can no longer supervise the child on our premises, we follow the protocol which is attached to this policy as Appendix 1.
- The child will stay at the Nursery school in the care of two DBS checked staff members until the child is collected either by the parent/carers or by a social care worker.
- Children's Social Care and the police will aim to find the parent/carers. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- Under no circumstances do staff take the child off-site eg. to take them home at the request of the parent, relative or any named adult authorised to collect the child.
- A full written report of the incident is recorded in the child's records.
- Any child welfare concerns arising from such an incident(s) are dealt with in accordance with the Nursery School's child protection and safeguarding procedures.
- Depending on circumstances, we reserve the right to charge parents/carers for the additional hours worked by staff.

APPENDIX A

CONTACT TELEPHONE NUMBERS

| | |
|--|---------------------------|
| ACE Centre Nursery School | Tel. 01608 644440 |
| Headteacher Helen Ruff | Tel. 01608 644440 ext 203 |
| Designated person Helen Ruff | Tel. 01608 644440 ext 203 |
| Deputy Lexy Tuckwell | Tel. 01608 644440 ext 204 |
| Lynn Jenkins | Tel. 01608 644440 ext 204 |
| Social Care Assessment Team (office hours) | Tel. 01865 816 670 |
| Social Care Assessment Team (out of hours) | Tel. 0800 333 408 |
| Police (Emergencies) | Tel. 999 |
| Police (Non-Emergencies) | Tel. 101 |



Protocol for dealing with children not collected from school at the end of the school day or school activity

This policy was adopted at a meeting of the ACE Centre Nursery School governors

Held on 29th September 2021

Date to be reviewed Autumn term 2022

Signed (Chair of Governors)

..... H. B. Ruff (Headteacher)

PROTOCOL FOR DEALING WITH CHILDREN NOT COLLECTED FROM NURSERY SCHOOL AT THE END OF THE SCHOOL DAY OR SESSION

Introduction

The ACE Centre Nursery School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or session. This protocol explains those arrangements, which have been agreed with the local authority education services, children and families assessment teams, police, and the Oxfordshire Safeguarding Children Board (OSCB).

This protocol will be followed in the event that a child is not collected from the Nursery School by an authorised adult within 30 minutes of the end of the nursery school session or day and our staff can no longer supervise the child on our premises. The ACE Centre Nursery School's Child Collection Policy sets out the procedures we follow to ensure that children are collected by authorised and known adults in a timely manner at the end of their Nursery School session or day.

This protocol will be brought to the attention of parents/carers, in writing, when their child first starts at the school. The protocol is also referred to in the school's child protection/safeguarding pupil's policy, of which staff and parents should also be made aware.

It is essential that parents provide the school with a record of their contact details i.e. names(s), address(es), home, work and mobile telephone number(s). If possible, parents should also provide the school with the contact details of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency. The school will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes.

The school agrees to care for a pupil who has not been collected until such time as he/she is collected by a parent/carer, or appropriate alternative arrangements are made with their local assessment team and/or police to ensure the child's safety. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

The school's designated person for child protection will keep a record of incidents where parents do not collect a child from school, are late in doing so, (for no good reason) or where this is a repeat occurrence. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the school's child protection procedures.

In all cases, the Head teacher should discuss the incident with the parent(s)/carer(s) at the earliest opportunity in order to address the issues and prevent any further incidents.

If there are three or more such episodes within a six-week period, staff should consider consultation with their local assessment team.

Procedure

In the event that a child is not collected by a parent or carer, this will be brought to the attention of the Head teacher or person with designated responsibility for child protection. The Head teacher or person with designated responsibility will then make every effort to contact the parent or carer or named alternative carer(s) as per the child's school records.

If the child has not been collected and no contact has been made with the child's parent(s) or carer(s) within 30 minutes of the end of the nursery school session or day, the Head teacher or person with designated responsibility should telephone the police. If the child is known to the assessment team, contact should also be made with the child's allocated social worker or the emergency duty social worker if it is out of normal office hours. (See **Appendix A** for contact details)

When telephoning the Police/Assessment team, the following information should be provided:

- Brief circumstances of incident
- Child's details
 - Name(s)
 - date of birth
 - address
 - gender
 - ethnicity
 - religion
 - language spoken
 - special dietary needs
 - SEN/behavioural difficulties/medical needs
- Parent/carers/alternative carer details
 - name(s)
 - address(es)
 - home/work/mobile telephone number(s)
- Any current or previous child protection concerns
- Any previous incidents of not being collected from school

The police/assessment team will give advice and may carry out appropriate checks and make further attempts to contact the parent/carers. If the family is known to the assessment team and there are any concerns about the welfare of the parent/carers, the assessment team will ask the local police to visit the home address.

If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected from the school.

If at this stage, the police cannot locate an appropriate adult to come for the child or there is a genuine reason why the relative or carer is unable to do this, the police will notify the assessment team via the Emergency Duty Team (EDT) who will arrange for the child to be taken to a place of safety e.g. a temporary foster carer. The police may decide to take a Police Protection Order (PPO) as part of this process. They will notify the school of the child's placement and provide contact details as appropriate.

Plans for transporting the child will be dependent upon staff availability out of hours and will take into consideration, the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties etc provided by the school. Where possible, two adults should be present. If there is a shortage of staff a mini cab could be used with a suitable escort. The assessment team for the school area will liaise directly with the assessment team for the area in which the child resides, if this is different.

Children Regularly Transported Home

Where arrangements are in place for a child to be escorted home from school, and there is no response at the home address, the driver will immediately notify the school. The school will take note of the name of the child, time of call and advice provided to driver. If other children have to be taken home, the child will remain in the vehicle whilst this is done. The driver will leave a proforma as provided to him/her by the school at the child's address with the school's contact details (see Appendix B) Unless directed otherwise, the driver will then return the child to the school. In the meantime, in the event that the parent or carer continues to be unobtainable the school will liaise with the police/assessment team for the area in which the child resides.

Major Incidents

If an incident occurs which results in a large number of children not being collected, it may be necessary to accommodate the children at a single location until an appropriate carer is located. For this reason, the assessment team should be contacted at the earliest opportunity. If the nature of the incident is considered serious, the arrangements for collecting and caring for the children, including overnight placements, will form part of Oxfordshire County Council's emergency plan.

APPENDIX A

CONTACT TELEPHONE NUMBERS

| | |
|---------------------------------------|--------------------------|
| School | Tel 01608 644440 |
| Head teacher Helen Ruff | Tel 01608 644440 ext 207 |
| Designated person Helen Ruff | Tel 01608 644440 ext 207 |
| Lexy Tuckwell (Deputy) | 01608 644440 ext 204 |
| Children and families assessment team | Tel 01865 816670 |
| Emergency Duty Team | Tel 0800 833 408 |
| Multi-Agency Safeguarding Hub (MASH) | Tel 0845 050 7666 |
| Police | Tel 101 |

APPENDIX B

Dear Parent/Carer

On / / at (time), there was no response when your child(ren) was/were returned to his/her/their address as previously arranged. Unless the school instructs otherwise, the driver will return your child to the school and arrangements will be made to ensure his/her safety.

Please ring the school on 01608 644440 (ext 207 or ext 204) as soon as possible. If no-one is available when you call, please contact the early years and families assessment team on 01865 816670 or the police on 101

Yours faithfully

Helen Ruff

Headteacher
The ACE Centre Nursery School
Burford Road
Chipping Norton
Oxfordshire
OX7 5DZ

Please ensure the contact details are completed by the school before leaving the school and a copy is given to the driver before leaving the school premises

