



Standard Operating Procedure

DCS, MOD Schools Early Years Settings

Standard Operating Procedure (SOP): Late collection of children/Authorised to collect.

Written by: Anita Collins

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Review annually or if any changes are made to support practice.

In the event that a child is not collected by an authorised adult at the end of a session, then the Manager/Deputy Manager will put into practice agreed procedures. These procedures ensure that the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

DCS will 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

1. Parents of children starting at the setting are asked to provide the following specific information which is in the registration pack and then stored securely:
 - a. Home address and home phone number.
 - b. Place of work, address, email address and telephone number.
 - c. Mobile phone number.
 - d. Names, addresses and telephone numbers of adults who are authorised to collect their child from the setting, for example a childminder, grandparent, close friend, Amah or neighbour who lives in the vicinity.
 - e. Who has parental responsibility for the child.
 - f. Information about any person who does not have legal access to the child.

2. On occasions when parents are aware that they will not be at home or in their usual place of work. They are to inform us how we are to contact them.



3. On occasions when parents or the persons normally authorised to collect the child are not able to do so, then 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 and to also inform us if this person is known to the child. They will also provide a password to verify the identity of the person collecting the child.
4. Parents are informed that if they are not able to collect their child as planned, they must inform the setting so that staff can begin to take back-up measures.
5. If a child is not collected at the end of the session, staff will follow the following procedures.

The child's file and communication book are checked for any information about changes to the normal collection routines.

If no information is available, parents/carers are contacted on all parent numbers on the child's registration paperwork.

If after 10 minutes of continuously trying all parent/carers numbers is unsuccessful, then the additional adults who are authorised by the parents to collect their child from the setting-and whose contact details are recorded on the child's registration form are contacted.

All reasonable attempts are made to contact the parents or nominated carers for a further 10 minutes.

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 30 minutes or when two members of staff can no longer supervise the child on the premises and there is no-one who can be contacted to collect the child, staff will apply the procedures for an uncollected child.

The manager will contact the BFSWS Senior Social worker or equivalent and the Welfare officer.

The child stays at the setting in the care of a fully-vetted practitioner and one other member of staff, until the child is safely collected either by the parents or by a social worker.

BFSWS should aim to find the parent or relative. If they are unable to do so, the child will become looked after by BFSWS.

Under no circumstances, do staff go look for the parent, nor do they take the child home with them.

Staff will make certain the child's admission form is to hand for all details required. BFSWS will inform the Manager/Deputy manager of what action they will take and also advise the Manager/Deputy Manager of the next steps to be taken.



In the event that the BFSWS social worker or emergency social worker is not available, the Manager/Deputy Manager will contact the service police to establish contact with the Parent's unit to make enquiries as to the whereabouts of the parents/carers.

In all circumstances the Manager/Deputy Manager will make sure that the Early Years Advisor is informed of all actions taken.

A full written report of the incident is recorded on the child's file.

Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

In the case of this situation re-occurring, DCS MoD Schools reserves the right to charge for lateness and may request the parent withdraw the child from the setting.