Security, Arrivals, Departures and Uncollected Child Policy

Policy Aim

- The safety and security of children attending our setting is paramount.
- In the event that a child is not collected by an authorised adult by their expected collection time, we put into practice agreed procedures. The child will continue to receive a high standard of care and we will do our best to support them in managing their feelings if they become distressed.
- Parents are informed of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Children's personal safety

- All employed staff have been checked for criminal records via an enhanced disclosure with the Disclosure and Barring Service and checks are carried out on an annual basis for ongoing suitability via the DBS update service. Staff do not normally supervise children on their own.
- Staff:child ratios are maintained at all times, unless in exceptional circumstances. Whenever children are on the premises at least two members of staff are present.
- Risk assessments are completed to identify hazards and to minimise or eliminate risks to keep children safe.
- In the event of staff shortages, available spaces may need to be restricted to maintain appropriate staff:child ratios.

Security

- Systems are in place for the safe arrival and departure of children.
- The times of the children's arrivals and departures are recorded.
- The arrival and departure times of staff, volunteers and visitors are recorded.
- Systems in place prevent children from leaving our premises unnoticed.
- Staff check the identity of any person who is not known before they enter the premises.
- We keep all doors and gates which lead to a public or unsupervised area locked shut when children are on the premises.
- Personal possessions of staff and volunteers are stored away from children, preferably in an office, box or locker. Mobile phones and any electronic devices with imaging and sharing capabilities are stored in the designated storage area. Minimal petty cash is kept on the premises.

Arrivals and departures of children

- All children will receive a warm welcome on arrival.
- Each child will be signed in immediately by the parent/staff member on the daily signing in sheet with a record of who is collecting.
- Any specific information provided by the parents should be recorded.
- If the parent requests the child to be given medicine during the day, the Sickness and Medication Policy must be followed and all appropriate paperwork completed.
- If the child arrives with a pre-existing injury which the setting is not already aware of the parent must complete a Pre-Existing Injury form.
- If the child arrives sleeping the parent must:
    - confirm the child is well enough to attend the session and that no accidents (i.e. head bumps) have recently occurred,
    - wake the child before leaving them at the setting,
    - record on the signing in sheet they were asleep on arrival.
- When a child is absent and no prior notification has been given of the absence by the parent, staff will call within one hour of the start of the session, using the emergency contact number(s) provided. Where contact is achieved by telephone, the reason for the absence will be established and recorded. If no contact can be made, staff will clarify reason for absence when the child next attends and record the reason for absence. If the child is deemed to be at risk, staff will make appropriate referrals.
- The setting will only release children to authorised collectors over the age of 18 years, except where the person with parental responsibility is themselves under 18 or a prior agreement with the setting manager has been reached to allow a responsible person who is 16 or 17 to collect. On the occasions when parents, or the persons normally authorised, are not able to collect the child, they provide the setting with details of the name and brief description of the person who will be collecting their child. The parent or staff member will also ensure all staff are aware of collection arrangements.
- The parent, or another authorised person, will be contacted if an unknown person arrives to collect a child without prior notice. The setting will only release the child with the parent's or authorised person's permission.
- The parent or another authorised person will be contacted if setting staff consider any person collecting a child to be unsuitable or unsafe.
- On departure any medication should be returned to the parent, the medication policy followed, and all appropriate paperwork completed.
- The time of departure will be marked immediately on the attendance register to confirm the child has left the premises.

Uncollected Child

- Parents are informed that if they are not able to collect their child as planned, they must inform the setting as soon as possible so that back-up measures can be put in place.
- If a child is not collected at their expected collection time, we follow the procedures below:
  - The child's file is checked for any information about changes to the normal collection routines.
  - If no information is available, parents are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child - and whose telephone numbers are recorded on the registration form - are contacted.
  - All reasonable attempts will be made to contact the parents.
  - 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 within 45 minutes of their expected collection time and there is no-one who can be contacted to collect the child, we apply the uncollected children procedures below:
- We contact Gloucestershire's Multi Agency Safeguarding Hub (MASH) & Community Social Work Team at:

01452 426565	9.00am – 5.00pm, Monday to Friday
01452 614194 (Emergency Duty Team)	outside these hours.

  - If there is an open safeguarding file for the child the setting will check social worker details in the file and attempt to speak with them after 30 mins of non-contact with parents/emergency contact.
  - The child stays at the setting in the care of two fully vetted members of staff, one of whom will be the manager / most senior member of staff on duty, 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 we go to look for the parent, nor leave the setting premises with the child.
  - We make sure that we respond to the needs of the child, and we do not discuss concerns in front of them.
  - A full written report of the incident is recorded on a Record of Concern form which is scanned and kept in the child's file or safeguarding file if one is already in existence. The time and reason for late collection is noted and signed by the parent or person authorised to collect.
  - Ofsted may be informed although not always necessary.

Adults arriving under the influence of alcohol or drugs or assessed as being in an unfit state to care for their child

- If an adult arrives to collect a child, whether this is the parent or another authorised adult and they appear to be under the influence of alcohol or drugs, or for any other reason assessed as being unable to adequately care for the child, the setting manager or most senior member of staff on duty may take action to keep the child safe.
- The decision will be discussed with the adult (if possible) and where required another authorised adult will be contacted to collect the child. If this is not possible, we contact MASH as above. During this time the child will be cared for by another member of staff.
- Where an adult appears unsuitable to drive (due to suspected alcohol or drugs consumption) which may endanger themselves and others if they do, the setting will intervene and endeavour to prevent this individual from getting back into their vehicle. The setting reserves the right to report such matters to the Police and Gloucestershire Safeguarding Children Partnership (GSCP) Local Safeguarding Lead on 01452 426565. In the case of any employees, students or volunteers, they will be sent home immediately, and the setting reserves the right to take appropriate disciplinary action.
- Visitors to the setting suspected of being under the influence will be asked to remain in a designated area, away from children, for the setting manager / most senior member of staff on duty to decide the outcome of the situation. Other visiting arrangements should be made, and the company or organisation head should be notified as appropriate.
- These same procedures will apply if the adult collecting the child is for any other reason assessed as being unable to adequately care for the child (e.g. if they appear not in a fit mental state or otherwise unwell).

Arrivals and departures of visitors

- Visitors are requested to supply relevant identification, unless already known to us, before entry to the setting is permitted.
- The visitors record sheet must be fully completed on entry and exit.
- Visitors will be supervised at all times.
- The setting reserves the right to refuse entry to visitors who cannot provide appropriate identification.
- Visitor's personal possessions are stored away from the children as appropriate.
- Visitor's mobile phones and any electronic devices with imaging and sharing capabilities must be turned off and stored in the designated storage area.
- In case of an emergency visitors follow staff instructions.