



SOP_19_2024_EY_Late collection of a child from DCS EY Settings References:

1. Introduction

This SOP outlines the processes to follow if a child is unable to be collected on time from a DCS EY Setting.

2. Context

There may be exceptional circumstances where a child is not collected at the end of their session by their parent/parents.

DCS settings will provide parents/carers with information about the procedures, so that if they are unavoidably late, they can be reassured that their children will be taken care of.

3. Scope

This SOP will take effect from 14th October 2024 for all DCS EY locations, DCS EY Personnel and Contractors

4. Procedures

In the event that a child is not collected by an authorised adult at the end of their session, then the Manager/ Deputy Manager will put into practice the agreed procedures.

The child must be cared for by a qualified practitioner who is known to the child and a minimum of one other member of staff. The Manager or Deputy Manager must remain in the setting until the child is collected. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

The member of staff taking care of the child must inform management that the child has not been collected.

- The child must remain in the classroom for safety and little disruption.
- Contact should be attempted with parents/ carers in the first instance.
- If parents aren't contactable via telephone, the setting management should communicate via Family and email asking them to contact the setting.
- If no contact is made after 15 minutes, management should attempt to contact emergency contacts.
- In circumstances that emergency contacts aren't contactable or are unable to collect management should contact Welfare to support in enquiries to locate parents.
- If the child isn't collected at the end of their core session, the child will remain in ratios in their classroom and management have longer to contact parents. **A child not collected after 1600hrs will require a shorter time frame for contacting parents/ carers.**
- If contact has been made with welfare and they are unable to locate parents and emergency contacts are still uncontactable/ available to collect, then BFSWS should be contacted and a plan of action for care for the child should be made.
- In the circumstances of BFSWS being contact the Early Years Adviser should be made aware of all actions taken.
- The child must always remain in sight and sound of two staff in the setting and not leave with unauthorised persons.
- A full written report should be completed and uploaded to MyConcern.
- Each setting reserves the right to charge parents for the additional hours worked by staff. Late Fees charge of an additional hour's fee must be applied for parents who are continuously late collecting their children from the Early Years Setting. Managers will be in contact with the station Welfare to address any on-going concerns with late collection.