

### **Lost/missing/not collected procedure**

**It is the policy of Tiny Treasures to welcome all children and families who, in line with our statement of purpose, may want to attend.**

**We do this by:**

- Accepting applications from families for their children regardless of gender, sexual orientation, culture, religion or disability
- Taking account of the Equality Act 2010
- Making sure that advertisements for Tiny Treasures are accessible, reflect the needs of the community and are displayed in the local community and the local authority Family Information Service
- Arranging a number of 'open sessions' throughout the year so that parents can visit and see for themselves how we work
- Implementing an effective settling in policy and procedure
- Operating the following procedures:

**Fees:**

- Fees range from: £35/£38 per full day (depending on child age) £23 per half day and are paid *monthly - in advance/by Direct Debit. The 30-hour childcare vouchers will be accepted. Retainers will be charged for children who wish to keep their place in the nursery during annual school holidays. (these terms are negotiable with the managers)*
- Payments are not refundable, however in certain circumstances a credit may be offered
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday
- Parents are advised to speak to Gail Williams or Claire Edwards about payment of fees in cases of prolonged absence

04 Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing

- A child's continued place at Tiny Treasures is dependent on continued payment of fees.

**Charges for absence are as follows:**

Unwell: If the child misses their allocated day but we are able to accommodate a day later in the week, this will be done

Parents' holiday: 2 week annual holiday

Provision closed due to unforeseen event: No charge depending on unforeseen event

**Notice:** Tiny Treasures requires *one month* notice in writing of a child leaving the provision.

**Allocation of places:** Tiny Treasures allocates places fairly in the following way:

- While available places exist, they are allocated on a first come first served basis and if applicable:
- *Places can be reserved in advance on payment of the registration fee of £50*

**Starting in Tiny Treasures:**

- Parents complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends
- Parents agree to inform Tiny Treasures of any changes to information they have provided
- Parents give *one month's* notice in writing to Gail Williams and Claire Edwards to terminate their contract with Tiny Treasures.

### **Settling in policy:**

Tiny Treasures acknowledges the importance of parents and staff working together to help children settle in and develop confidence to participate in all the activities offered. Some children take longer than others to do this and we respond to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings parents are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- Tiny Treasures keeps spare clothes available for use in the event of an accident, but parents may want to provide a change of clothes for their own child
- Parents and their child are invited to meet Claire Edwards and Gail Williams before registering so that their needs and requirements can be discussed
- Parents are welcome to stay with their child for the whole or part of sessions until they and their child feel confident ( this can be done over a few days)
- Children may bring their comfort objects with them until they feel confident about being without them
- Parents are encouraged to discuss the settling in process for their child with Claire Edwards and Gail Williams at any time.

### **Arrival and collection policy**

Parents can be confident that Tiny Treasures places the highest priority on their child's safety and wellbeing while in our care

- Parents are responsible for informing Tiny Treasures of any changes to details of named persons who can collect their child, in writing and verbally
- Tiny Treasures does not accept children who are unwell at the time of arrival
- The attendance register is updated as each child arrives, leaves and parents are asked to sign their own child in and out of the setting

- Parents are advised that by signing the contract and registration form they agree to inform Tiny Treasures of any planned or unplanned absences.

### **Collection from the provision:**

- A child is never released into the care of any person without the written permission of the parent. However, in an emergency, a telephone call from the parent stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity on arrival in addition a password will be accepted.
- Tiny Treasures reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances
- In the event of a dispute between parents who hold equal responsibility for their child and are named in the contract, we cannot refuse to allow either parent to collect their child unless court orders are provided as evidence
- We reserve the right to charge an additional fee each time a parent fails to collect their child at the agreed time and a discussion with the parent is arranged
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information. A copy is given to the parents.

### **If a child is not collected at the time agreed in the contract:**

- No child is left unattended because a parent fails to collect them on time and two members of staff remain to supervise the child
- Every effort is made to contact the parent or emergency contacts
- If all attempts to contact relevant adults fail, after a maximum time of (*1 hour*) we will implement our safeguarding and child protection policy and

procedure and contact the Social Services duty officer (or police) and take their advice for any action to take. The *responsible individual* is informed

- CIW is informed of this significant event - within 14 days of the incident.

If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from a *manager/designated child protection officer* who will speak to the parent, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the *manager/designated child protection officer* may advise the parent that following handover, they will call the social services duty officer or police or relevant agency, and that Tiny Treasures' child protection policy may be put into action. A record of the circumstances is made and CIW is informed within 14 days of the incident.

**It is the policy of Tiny Treasures to protect children while they are with us and ensure they always leave our care with authorized persons.**

**We do this by:**

- Operating a system that ensures security of the premises, allowing only appropriate entry and exit
- Maintaining a register of children's attendance (including start and finish times)
- Operating a system of frequent head counts by staff
- Maintaining a working telephone and/or mobile phone(s) with lists of contact numbers available and accessible
- Carrying out regular risk assessments of the premises and activities and in response to need
- Implementing an effective arrivals and collections policy.

**If a child is missed:**

- A senior staff member is immediately alerted

- Enquiries are made as to when the child was last seen, and where
- The safety and security of children present are maintained and *at least one* adult remains with these children who are supported and kept occupied appropriately
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk. Any security staff in the area are alerted and CCTV records checked
- If the child is not found the police (who will advise about next steps to take) and the child's parent are called immediately
- The search (if in line with police advice) continues, widening the search area, and adults keep in touch by mobile phone
- After the event an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk))
- CIW is informed within 14 days of the incident
- Once the situation has been resolved Tiny Treasures reviews the reasons for it happening and takes any action necessary to prevent it from happening again
- Systems to support staff are put in place if found to be necessary
- The parent receives a copy of the results of the review
- Tiny Treasures' insurance company is notified.

This **lost/missing/not collected**, policy and procedure was passed for use in Tiny Treasures

On:30/11/20

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Position: Directors

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