05. UNCOLLECTED CHILD & INCAPACITATED PARENT OR CARER

Policy statement

In the event that an authorised adult does not collect a child by their expected collection time, we put into practice agreed procedures. The child will receive a high standard of care in order to cause as little distress as possible. We 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

- Parents are asked to provide the following specific information when their child starts attending ASK which is recorded on our Registration Form:
  - Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
  - Place of work, address, and telephone number (if applicable).
  - Mobile telephone number.
  - Names, addresses, telephone numbers, and signatures of adults who are authorised by the parents to collect their child from ASK, for example a childminder or grandparent.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform ASK 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, they provide ASK 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.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. Our contact telephone number is: 07306 086666.
- If a child is not collected by closing time at ASK, or the end of the session, and there has been no contact from the parent/carer, or there are concerns about the child's welfare, then this procedure is followed:
  - The child's file is checked for any information about changes to the normal collection routines. This includes checking emails, text messages, and voicemail.

- If no information is available, parents/carers 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 are made to contact the parents or nominated carers.
- 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 30 minutes of their expected collection time and there is no named contact who can be contacted to collect the child, we apply the procedures for uncollected children.
- If the children's social care team is unavailable we will contact the local police.
- We contact the Hounslow Children's Services Front Door: 020 8583 6600

- The Designated Safeguarding Lead is informed of the uncollected child as soon as possible and attempts to contact the parents/carers by phone.
- If the parents/carers cannot be contacted, the Designated Safeguarding Lead uses the emergency contacts to inform a known carer of the situation and arrange collection of the child.
- After one hour, the Designated Safeguarding Lead contacts the local social care out-of-hours duty officer if the parents/carers or other known carer cannot be contacted and there are concerns about the child's welfare or the welfare of the parents/carers.
- The Designated Safeguarding Lead should arrange for the collection of the child by social care.
- The child stays at ASK in the care of two of our fully vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker, or by another person specified by social care.
- Where appropriate the Designated Safeguarding Lead should also notify police.

Members of staff at ASK do not:

- go off the premises to look for the parents/carers
- leave the premises to take the child home, or to another carer
- offer to take the child home with them to care for them in their own home until contact with the parent/carer is made

- a record of conversations with parents/carers should be made and recorded on the child's file with parents/carers being asked to sign and date the recording.

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- This is logged on the child's personal file along with the actions taken.
- If there are recurring incidents of late collection, a meeting is arranged with the parents/carers to agree a plan to improve timekeeping and identify any further support that may be required.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked.
- Ofsted may be informed: 0300 123 1231 (helpline is open from **9am to 5pm** (Monday to Friday).

Procedures for parents thought to be under the influence of alcohol or drugs

Should a parent /carer picking up children from the ASK present themselves as being under the influence of alcohol or drugs the following procedures will be undertaken.

- Should any parent/carer be under the influence of alcohol or drugs we will ask that someone comes with the parent/carer to take responsibility of the child before a member of staff gives up his/her responsibility of the child.
- Should this not happen, although we have no legal right to withhold a child from a parent/ carer, we however reserve the right to contact any relevant authorities that we may feel appropriate i.e the police, partner, etc.

Incapacitated parent/carer

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include:

- appearing drunk
- appearing under the influence of drugs
- demonstrating angry and threatening behaviour to the child, members of staff or others
- appearing erratic or manic

Informing

- If a member of staff at ASK is concerned that a parent/carer displays any of the above characteristics, they inform the designated safeguarding lead as soon as possible.
- The Designated Safeguarding Lead assesses the risk and decides if further intervention is required.

- If it is decided that no further action is required, a record of the incident is made on a safeguarding incident reporting form.
- If intervention is required, the Designated Safeguarding Lead speaks to the parent/carer in an appropriate, confidential manner.
- The Designated Safeguarding Lead will, in agreement with the parent/carer, use emergency contacts listed for the child to ask an alternative adult to collect the child.
- The emergency contact is informed of the situation by the Designated Safeguarding Lead and of ASK's requirement to inform social care of their contact details.
- The Registered Provider/Owner is informed of the situation as soon as possible and provides advice and assistance as appropriate.
- If there is no one suitable to collect the child, social care are informed.
- If violence is threatened towards anybody, the police are called immediately.
- If the parent/carer takes the child from ASK while incapacitated, the police are called immediately and a referral is made to social care.

Recording

- The Designated Safeguarding Lead completes a safeguarding incident reporting form and if Social Care was contacted, a confidential safeguarding incident report form is completed. If police were contacted, a confidential safeguarding incident report form should also be copied to the Registered Provider/Owner.
- Further updates/notes/conversations/ telephone calls are recorded.

This policy was adopted by:	ASK Kindergarten & Clubs
On:	May 07, 2026
Date to be reviewed:	May 07, 2027
Signatory:	Mark Stewart
Role of Signatory:	Owner & Ofsted Registered Provider