



Acorns to Oaks (A2O)

CHILDREN NOT COLLECTED POLICY

APPROVED	AUTUMN	2018
REVIEW	AUTUMN	2022

How Parents & Carers Can Contact Acorns to Oaks

Acorns to Oaks Mobile Number: 07444 548 303

(available on school days 7am to 6pm)

Oak Hill Academy Office: 0208 890 4560 (please note this line is available during office hours only 8:30am and 4pm. After 4pm please use the mobile number above).

Parent/ Carer Emergency Telephone Numbers

- As part of the Acorns to Oaks (A2O) admission procedures and safeguarding policy, all parents and carers **must** supply at least two emergency contact telephone numbers. If the parent/carers is unavailable to be contacted, we will call the second number.

Uncollected Children - Procedures for after 6pm in the evening

If children have not been collected by 6pm and no message has been received, the following procedures will be followed:

- Telephone call made to the first contact numbers for the parent/carers at home/work. We will try to call a few times, a message will be left and then we will try the second number
- Telephone call will be made to the emergency contact number(s) provided and we will ask the nominated person to come and collect the child
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary
- If, after repeated attempts, no contact is made with the parent, carers or designated adult(s), the A2O Manager will notify a member of SLT
- After consideration by an Oak Hill Designated Safeguarding Lead, a call may also be made to the local Hounslow children's social services department Duty Manager for further advice. The call will be made after 6:30pm unless we have had a call from you to advise us of the circumstances
- In the event of social care being called and responsibility for the child being passed to a child protection agency, The A2O Manager or the senior school staff will attempt to leave a further telephone message with the parent/carers or designated adults' answerphone. A written message will be left in an appropriate place informing the parent/carers to contact the SLT member and phone contact details will be supplied. The members of SLT will reassure them of their child's safety and instruct them to contact the local social care department.

- If Social Care does not respond and the child is still not collected, then the Police will be called. A written statement of events will be emailed to social care to ensure the incident is followed up.

Please Note

Staff will not walk any child/children home or take children off the school premises. They will not hand children over to a neighbour/friend of the family where they have not had either verbal or written permission to do so. Staff are not covered under insurance to do so.

Late collection Charges:

Parents/ Carers will be charged an additional fee for any late collections beyond 6pm. Please see the A2O Charging Policy for details of charges which will be applied.

Late charges have to be made as A2O staff need to be paid overtime to stay at the school and manage any late collections of children.

Many A2O staff start at 7:15am/8am each day, so please do also bear in mind that staff have already had a long day at school.

Three late collections will result in the loss of your child's place at Acorns to Oaks after school club.

EMERGENCY PROCEDURES FOR LOST OR MISSING CHILDREN

A missing child is :

‘a child who is due to attend Acorns to Oaks and has paid for that day but does not arrive at the dining hall (or designated meeting area) for registration’.

‘a child who has arrived at the club and registered but is later found to be missing during the hours of the session’.

In the event that a child does not arrive at Acorns to Oaks (or the agreed designated meeting area) for registration, the following procedures will apply:

- The A2O Manager will ask staff and office staff, to help check the school building and grounds, and will ask the child's teacher / friends if they know the whereabouts of the child
- If the child is still not found, the A2O Manager will check whether the child attended school that day. For Feltham Hill Infant Children, contact will be made to the FHI Head teacher to check their attendance for that day. Other relevant information will also be sought. The school staff will be asked for their help to locate the missing child.
- If the child did attend school that day, then the A2O Manager should contact the child's parents/carers by phone to confirm whether they should be attending the club that day.
- If the child's parents/carer's cannot be reached, then the A2O Manager will telephone the emergency contacts for information.
- If it has not been possible to contact either the child's parents/carers or the emergency contacts and there has been no information on the child's whereabouts, the Associate Principal at Oak Hill Academy MUST be informed immediately. In their absence another Oak Hill senior leader must be informed.
- The Oak Hill Associate Principal, Senior Assistant Principal or Designated Safeguarding Lead will contact the Head teacher at Feltham Hill Infant school where necessary.
- The Oak Hill Associate Principal, Senior Assistant Principal or Designated Safeguarding Lead will then contact the Police.

In the event of a child registered for the session at Acorns to Oaks but found to be missing during the course of the session, the following procedures will apply:

- The A2O Manager will ask staff and office staff, to help check the school building and grounds, and will ask the child's teacher / friends if they know the whereabouts of the child
- If still missing, the A2O Manager will inform the Associate Principal, Senior Assistant Principal or Designated Safeguarding Lead immediately
- The A2O Manager should return to the dining hall and notify the parents/carers by phone
- If it has not been possible to contact either the child's parents/carers or the emergency contacts and there has been no information on the child's whereabouts, the Associate Principal, Senior Assistant Principal or Designated Safeguarding Lead must be made aware and will then contact the Police.

In all incidences the A2O Manager must record the incident on a Yellow Form and immediately inform the school and SLT. In cases where either the Police or Social Care have been informed, Ofsted will also be informed, as soon as practicable. THESE PROCEDURES MUST BE FOLLOWED IN ORDER TO PROTECT THE SAFETY OF THE CHILD AND THE STAFF.

SOCIAL CARE LOCAL OFFICES

Early Help Hounslow
Tel: (020) 8583 6600

E-mail: Early_help@hounslow.gov.uk

Outside of normal office hours contact the **Social Services Emergency Duty Managers & Duty Care Team** on (020) 8583 2222.

Contact may be made by email on www.hounslow.gov.uk/socialservices.

**PLEASE REMEMBER, IF YOU HAVE ANY PROBLEMS WITH CONTACTING SOCIAL CARE
PLEASE NOTIFY SOCIAL CARE IN WRITING AND COPY TO THE CHILDREN'S SERVICES
AND LIFELONG LEARNING DEPARTMENT.**