



Humpty Dumpty Pre-school

St.John's Church hall, The Glebe, Felbridge, Surrey. RH19 2QT
Registered Charity: 1017357



Surrey County Council
Early Years Quality Improvement Award

NON-COLLECTION OF CHILDREN POLICY

Aim

In the event of the non-collection of a child by an authorised adult we will ensure the child receives a high standard of care, causing as little distress as possible. We inform parents/carers of our procedures so, if they are unavoidably delayed, they will be reassured their child will be properly cared for.

Parents/carers of children starting at Humpty Dumpty Pre-school are asked to provide specific information on our Registration Form.

This includes:

- Home address and telephone numbers of parents/carers including mobile phones
- Place of parents/carers work, address and telephone number (if applicable)
- Contact details of at least 2 adults we may contact in an emergency situation (this includes 'non collection' of a child) so that they may collect your child on your behalf. If unknown to staff a password system will be used.
- Information about any persons who do not have legal access to the child. (See Our Collection of Children Policy)

Parents are required to inform staff if there is a possibility they will be late to collect their child, when they drop off in the morning and that if they are unable to collect their child as planned, they must endeavour to inform us as soon as possible by text or telephone call, not by email.

- We provide parents with our contact telephone number by way of a business card: 07546 263 029
- Humpty Dumpty Pre-School can only accept information by telephone or text message during the morning session.

Procedure

If a situation arises whereby a child is not collected at the end of the session the Collection Record (in the register) is checked for any information about changes to the normal collection routines. If no information is available, these procedures are to be followed after 10 minutes from when the expected parent/carer was due to arrive. The Manager/Deputy Supervisor will;

- Attempt to contact the parents/carers using the home, mobile and work telephone numbers provided.

If this is unsuccessful;

- Attempt to contact the emergency contacts, who are authorised by the parents on the registration form, to collect the child from Pre-school.

If this is unsuccessful;

- Contact the Local Authority Social Services Department **within 1 hour** of the child not being collected.

Multi-Agency Safeguarding Hub (MASH)

Tel: 0300 470 9100

Emergency Duty Team

Tel: 01483 517898 (Out of office hours)

Whilst waiting for an appropriate adult the child must stay at Pre-school in the care of two suitable members of staff; one member of staff must be qualified to a level 3 standard, both must be suitably DBS checked and one must have a current Paediatric First aid certificate. The child must remain on Humpty Dumpty Pre-school premises and be supervised by the two suitable members of staff until the child is safely collected; the child will not be allowed to leave the premises with anyone other than those named on the Registration Form, the Collection Record or with persons from the Child protection team.

If a child is not collected Ofsted will be informed as soon as possible or at least within 14 days.

A full written report of the incident will be recorded and kept in the child’s personal file. (See ‘procedure for non-collection of a child’ form)

Depending on the circumstances we reserve the right to charge parents for the additional hours worked by our staff.

This policy was adopted by Nikki Harris for Humpty Dumpty Pre-School on Monday 11th August 2014. It was reviewed on Wednesday 29th March 2017

Signed: Chairperson Date: