



## **NON-COLLECTION OF CHILDREN POLICY**

Effective from 1 September 2020 Latest future review date September 2021.

Written by Louise Kirby

Contents  
Aim of this policy  
Procedures  
Charges

### **Mission Statement**

We want our children to experience a stimulating, playful and challenging environment. One in which they will make their own choices and know what it is like to be out of their comfort zone but with caring and understanding staff to guide and support them.

We want the children to take some risks in their play knowing this allows them to take responsibility for their actions and own their own thoughts and opinions.

Making choices, owning their thoughts builds independence and each child will start to understand and accept their uniqueness. We are proud that our caring and inspiring staff team see the uniqueness each child brings to Kindiejoes. We plan activities to build on this individuality to make our environment inclusive to all.

Parents are their child's first and forever educator. We can provide a quality learning environment only when we have built and maintained a trusting relationship with parents. Together we start to build a future for children to learn, laugh, (sometimes cry), love and play

### **Aim of this policy**

In the event that a child is not collected by an authorised adult at the end of a session, The Kindergarten at St Joseph's puts into practice the following procedures. We aim to provide the child with adequate care in order to cause as little distress as possible.

### **Procedures**

Parent / Carers of children at The Kindergarten at St Joseph's provide specific information directly onto Family our administration platform

- home address and contact numbers
- work telephone number (if applicable);
- mobile telephone number (if applicable);
- names and contact numbers of specific adults who are authorised to collect the child from the setting and
- information about any person who has legal access to the child.

We ask all parents to keep us updated of any changes in these details at any time.

On occasions when parents are aware that they will not be at home or in their usual place of work, we request they provide us with information on how they can be contacted. This can be done by using the messaging facility on Famly

On occasions when parents or the persons who normally collect the child are not able to do so, they are encouraged add the collecting person's details (including a photograph) to Famly. A secure password is provided to the parent of every child starting at The Kindergarten at St Joseph's. We only release children into the care of persons in possession of the password. If the password cannot be provided the parent will be called to verify the identity.

If parents cannot collect their child as planned, they are required to inform us so that we can begin to take back-up procedures. Our contact number is on all our headers, on our newsletter, on our email signature and website and parents are aware of this. In the event that a child is not collected from the setting by an authorised adult and our staff can no longer supervise the child on our premises, we apply our child safeguarding procedures as set out in this policy.

The Kindergarten at St Joseph's provides flexible sessions

- morning [8.40 to 11.55] Monday to Friday
- school day [8:40 to 15:10] Monday to Friday
- the afternoon [12:10 to 15:10] Monday to Friday.

The procedure may vary depending after which session non-collection occurs as the setting is not normally staffed after 15:30pm Monday to Friday.

We consider 10 minutes after the end of the session to be a reasonable collection period. If a child is not collected by 10 minutes after the end of their registered session we follow the following procedures:

- a further check is made for any information about changes to the normal collection routines;
- 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 from the Kindergarten at St Joseph's and whose telephone numbers are recorded on Famly are contacted;
- all reasonable attempts are made to contact the persons named on Famly;
- if no-one collects the child by the deadlines below or the premises are closing or staff are no longer available to care for the child, we contact: Surrey County Council's Children's Single Point of Access 03004709100 (01483 517898 Out of hours); and inform Ofsted; and if thought appropriate the police may also be informed;
- a full written report of the incident is recorded and a report sent to Ofsted.

Children's Services require notice to react and we therefore need to notify them using the following deadlines:

Morning sessions 12:24pm

Afternoon sessions 15.30pm

### Charges

We consider a 10 minute slot for collection to be sufficient.

Should a child be awaiting collection after that slot we reserve the right to make discretionary charges as staff have the right to be paid for any additional hours resulting from late collection. NB: Discretion will be used in exceptional circumstances – e.g. breakdown etc. but a late collection fee equivalent to remaining in the full day or for an afternoon session may be charged at £3 for the first 15 minutes and £5.00 for each subsequent 15 minutes.

It is important for all to understand that a child who is not collected must be supervised by two members of staff and therefore additional charges at enhanced rates may be incurred after these times for supervision while waiting for Children's Services to collect the child or for a parent to collect. Also further **additional charges** will be incurred if the non-collection from a morning session impacts on The Kindergarten at St Joseph's being unable to accept another child for an afternoon session due to ratio issues etc. **Non-payment** of charges incurred or frequent non- or late collection of children, either at the end of the session or in response to notification of illness during the course of a session, may result in the child being asked to leave The Kindergarten at St Joseph's.

### Legal Framework and References

- Children Act 1989 and 2004 and 2006 and 2014
- United Nations Convention on the Rights of the Child, UNICEF 1989
- General Data Protection Regulation 2018
- Every Child Matters – Change for Children 2004
- Freedom of Information Act 2000
- Equalities Act 2010
- The Human Rights Act 2000.
- Offenders Rehabilitation act
- EYFS Statutory Framework April 2017
- Health and Safety at Work act 1974
- Working Together to Safeguard Children 2018
- Keeping Children Safe in Education 2019
- Surrey County Council <https://eyfs.info/forums/topic/52338-policy-and-procedure-guidance-20192020/>