

Procedures in the event of a child not being collected.

Flying Start Pre-School aims to provide the parents with sessional day care with set hours. We encourage parents to contact us if they are delayed or special circumstances have arisen and we will do our utmost to be flexible within reason. All parents must fill out a Registration Form giving details of contact for home, work, emergency numbers including password.

However, if a parent has failed to pick up their child at the end of a session without prior notice we would:

- Within 10 minutes ring a parent at home, mobile or work.
- If unsuccessful in reaching parents we would ring further contact numbers provided on registration form.
- Wait for parents/ nominated emergency contact. Ensure that all security measures are put in place to check nominated person.
- 2 members of staff must be present on premises at all times until child is collected by an appropriate person.
- After 15 minutes an Incident form will be filled out and parents will be asked to sign it.
- If after an hour no contact had been made, we will then contact Surrey Children's Single Point of Access (C-SPA) The Surrey C-SPA Phone number: 0300 470 9100
- It will be up to the Social Care Team and the police to then take charge of the situation and decide what happens next.
- OFSTED will need to be contacted if Social Services are involved.
- There is a fee for late pick up's of £5.00 for every 15 minutes that a parent/carer is late picking up their child, this is to cover the staffing costs of two members of staff that need to stay with the child.

This policy was adopted on	Signed on behalf of the nursery
<i>09/11/2021</i>	<i>Sarah Maynard</i>