

Late and Non-Collection of Child Policy.

This policy clearly states our procedure if a child is not collected by an authorised person. This policy exists in the interest of safeguarding our children at Banstead Bunnies.

- 1) Firstly, parents will be phoned, (both)
- 2) We will then phone the next emergency contacts for the child.
- 3) The Manager or Deputy will ensure all numbers we have will have been tried, and messages left where possible.
- 4) A period of 30 minutes will be allowed to pass, enabling parents/carers to contact us and explain the current situation.
- 5) The Manager or Deputy will then try all numbers again if no contact has been made.
- 6) We will wait a total of one hour without contact from parent/guardian/carer **before** contacting the Local Authority Social Services Department to arrange care for the child.

No child will ever leave with anyone other than those named by parents/guardians (this includes any members of staff, unless parental consent has been given to the manager, however staff must not drive children in their own cars, as they would not be covered by their insurance).

Surrey County Council's Single Point of Access (C-SPA) – 0300 470 9100

Out of hours office number (Emergency Duty Team – 01483 517898).

The child must stay with two members of staff (where possible) until they are safely collected either by the parents or by a social worker.

A full written report of the incident will be recorded and filed. If Children's Services (or the police) are contacted, Ofsted will be informed.

There may be a charge (depending on circumstances and frequency of the occurrence) of £10 for the first 15 minutes, beyond that you will be charged £30 for each hour/part of hour we continue to care for your child. This cost covers staff wages and inconvenience (as two staff members need to be with your child).