

Procedures in the event of a child not being collected.

We aim to ensure that every child is kept safe, secure and reassured. Through the sharing of information and direct lines of communication with parents and carers, we aim for the safe collection of children by designated persons at the correct time.

Procedure

All parents are aware of the session times by the following ways:

1. Newsletters
2. Welcome sessions
3. Preliminary practice visits
4. Starter packs which include all relevant information and Flying Start telephone number and email addresses
5. Our website

Parents Information given to Flying Start

Parents are required to give Flying Start contact telephone numbers by completing a 'Registration Form' upon registration.

- The information is kept in a folder in a locked filing cabinet.
- It is the responsibility of the parent to ensure that this information is kept up-to-date and are reminded of this responsibility in newsletters.
- It is the Parents responsibility to inform us in writing of who will be collecting their child. If this is an unusual situation, we will normally ask for a brief description/photo of the person and request an individual 'password'.
- Please inform staff in the morning of any changes to collection and this will be noted in our dairy.

In the event of non-collection:

- We will check the diary and emails
- We will check the Childminder/Nanny permission forms
- We will contact the parent/main carer
- Use other emergency contact numbers

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.

A late collection fee of £5.00 for every 15 minutes will be charged when a parent or carer arrives after the agreed pick-up time. This charge covers the additional staffing costs incurred, as two members of staff must remain on site with the child.

This policy was adopted on	Signed on behalf of the nursery
<i>November 2025</i>	<i>Sarah Maynard</i>