

## Late/non-collection of a child policy

### Aim of the policy

To give clear guidance to practitioners and parents on what will occur should late collection or non collection of a child occur.

### Points to consider

We work in close partnership with parents and recognise the importance of sensitivity and empathy should this procedure need to be implemented.

In the event that a child is not collected by an authorised adult at the end of the day, to cause as little distress as possible, we will ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. Two staff members will stay with the child until the parent arrives. One member of staff will ideally be their key person, and the other will be a senior team member. However, this will be subject to the team present at the time.

We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

### Procedure to follow

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*\*Some policies continue to the next page. Please check you are referring to the complete policy content. These policies are reviewed annually and updated in line with changes to government legislation.*

If a parent/guardian/carer is repeatedly late collecting their child, it is the responsibility of the setting management team to discuss this with them to resolve the issue.

In instances where a parent is over 15 minutes late and has not made contact with the setting, the following procedure must be followed:

1. The person in charge will attempt to make contact with the parent/carer.
2. The person in charge will attempt to contact the parent's employer (if they work).
3. The person in charge will attempt to make contact with those authorised to collect the child.
4. If all reasonable attempts to contact parents/carers and emergency contacts fail, then the senior member of staff will evaluate the situation (length of time the child has been left, whether it is a recurring problem, if contact numbers are disconnected, etc.), upon which they will contact the director before contacting MASH.
5. The last two team members on duty will stay with the child until collected.
6. A full written report of the incident will be recorded by the person in charge.
7. Depending on circumstances, the setting's management reserves the right to charge parents for the additional hours worked by our staff as agreed in the terms and conditions of the setting.

It is imperative that throughout the implementation of the procedure the child is not distressed. The situation must be explained to all contacts calmly and clearly.

## Arrival and departure policy

### Aim of the policy

To give clear guidance on how we record arrivals to and departures from the setting.

### Points to consider

Within our settings, we do not allow children under 16 years of age to collect children from the setting. We keep records of each child's full name, address and date of birth, as well as hours of attendance. Every child has an individual password on file. We aim to achieve this by:

- We record every child's arrival and departure. Staff will check registers frequently to ensure the children have all been signed in and out correctly.

- Requiring staff to sign in and out of the premises in the office. If staff leave the building during a lunch break, they must circle your departure time and then tick the box once you have returned.
- Requiring all visitors to the setting to sign the visitor book and record their full name, the name of their organisation or link to the child, the purpose of their visit, contact details and accurate arrival and departure times.
- Asking parents during the settling-in sessions who, if anyone, is allowed to collect their child. Parents set their own password, which can be given to people the parent has nominated to collect their child. Parents are asked to inform the setting of who will be collecting their child, even if it is one of the nominated people.

In rare circumstances, the setting may allow a child to be collected by someone other than the parent or nominated person if requested to do so by the parent. In these circumstances we will:

- Ask the parent to give the person collecting the password
- Ask the parent for the person collecting's full name and description
- Check the password when the person collecting arrives and ask for ID before allowing them to collect the child
- Ask the person collecting to sign the child out and record the correct departure time

## Non-attendance policy

### Aim of the policy

To give clear guidelines on what to do if a child expected at the setting does not arrive.

### Points to consider

This policy must be made clear to all parents upon starting at the setting so that they understand it is to protect children rather than intrude into their personal lives.

Under the EYFS, providers must be alert to any issues of concern in the child's life at home or elsewhere. Understanding why the child has not attended helps us to form a picture of their life outside of the setting. This policy links to our child protection policies.

### We aim to achieve this by:

- Asking all parents to inform the setting if their child is going to be absent and the reason why
- Recording on the iPads when a child is absent, checking with a senior member of staff
- If a child is due in and has not arrived, waiting a reasonable time depending on the child's session and usual pattern of attendance before contacting the parent to find out the reason for the child's absence
- Contacting the emergency contacts if the parents cannot be reached, to ensure that the child is safe
- Recording the reason in the diary
- Monitoring patterns of non-attendance
- Encouraging parents where possible to contact the setting rather than the setting contacting the parent
- Having parents call no later than 9 am if the child is planned to attend for the morning or full day, and no later than 1.20 pm if they are planned to attend for the afternoon
- Contacting parents in a sensitive manner and explaining the reason for the phone call
- Having the management team contact the funding team if a child claiming funding is off for more than two consecutive weeks or is regularly absent
- Contact the MASH team if necessary. Please discuss this with the DSL