

# The Children's Workshop

## **NON-COLLECTION OF CHILD POLICY**

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 the Children's Workshop telephone number and email addresses
5. Our website

### **Parents Information given to the Workshop**

Parents are required to give Workshop contact telephone numbers by completing an 'Important Information' document upon registration.

- The information is recorded in the Registers and in a contact file and is reviewed at the beginning of every educational year.
- 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'.
- Each group has a 'collection and information sharing' book in which details of an arrangement can be given on a daily basis with contact details of the 'collector'.

### **In the event of non-collection:**

- We will check the daily collection book
- We will contact the parent/main carer

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- Use other emergency contact numbers
- In the event that no one can be contacted after a suitable period of time and whereby nobody has contacted the Workshop, either 2 members of staff or one Manager will then care for the child on the premises, ensuring that the child is comforted, safe and secure, until they are collected by parents or the emergency contact. Appropriate explanations will be given to the child.
- If after an hour no contact has been made, after consultation with Sarah Abrahams, Helen Rowling or Fiona Axton, the Surrey Children's Single Point of Access (SPA) will be informed. Their number is 0300 470 9100. Staff will then care for the child on the premises, ensuring that the child is comforted, safe and secure, until they are given appropriate advice by the SPA team. Appropriate explanations will be given to the child.

(Knowledge of particular circumstances of the family and common sense should play a part in the decision to contact SPA).

- A full written report of the incident will be recorded and filed and OFSTED will be informed.