

NORFOLK HOUSE SCHOOL HOLIDAY CLUB

Child Collection Policy

This policy aims to set out the procedure for the collection of children from The Holiday Club in order to ensure a safe environment for all. It applies at all times to every child at the Club, including the children in the Early Years Foundation Stage.

In the event that a child is not collected by an authorised adult at the end of the day, the procedure to follow is set out clearly below. However, there are times when an adult who is not known to the staff at the Holiday Club will come to collect a child. We will ensure that the situation is resolved quickly and efficiently to cause as little distress as possible to the child by following the procedures laid out here.

Procedure for Collection of Pupils by Other than Authorised Adults

When a child starts at The Holiday Club parents are asked to supply the following information:

- a. Home address and telephone number of parents/carers.
- b. Place of work, telephone number and any relevant extension numbers.
- c. Mobile contact numbers.
- d. Names and contact details of at least two adults who are authorised to collect the child from school, i.e. child minder, relative, neighbour.
- e. A password that will be known only to the parent/carer, authorised adults and the school.

If there are any changes to the above, parents are asked to inform the school immediately. The details will be checked at the start of each week of Holiday Club.

In the event that the parents/carers, or any other adult authorised by the parents and who is known by the school staff, is unable to collect the child, the following procedure must be followed:

- a. The parent/carer must contact the school as soon as possible and provide the full name and address of the adult who is to collect the child;
- b. The parent/carer must provide the adult with the password that was given to the school at the start of the week;
- c. The adult who has been authorised to collect the child will be asked to provide their name and the password before being granted access to the school premises.

Procedure for Non-Collection of Pupils at the end of a School Day

In the event that a child is not collected by an authorised adult at the end of the day, The Holiday Club will put into practice procedures to ensure that the child is cared for safely. Parents are made aware of these arrangements.

If the child has not been collected by 4.30pm, the supervising staff will telephone all available contact numbers to confirm with the parents what arrangements have been made.

Further attempts will be made to contact the parents every 15 minutes after this. If the staff have been unable to speak to the parents by 5pm, the Headmistress should be informed of the situation.

Holiday Club ends at 4.30pm, but the staff will remain with the child whilst continuing to make contact with the family. In the unlikely event the child is still on the premises at 5.30pm, the Headmistress (or in her absence the Manager) shall contact in the first instance Birmingham Multi-Agency Safeguarding Hub for advice on 0121 303 1888 (Emergency duty team: 01902 552999). They will then refer the call to Social Services if and as necessary.

If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to No 3 Norfolk Road or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events. On no account is a member of staff to take a child to their home at any time.

After the incident has been brought to a satisfactory conclusion, a full incident report will be written by the staff concerned.

Managing persistent lateness

The manager will record incidents of late collection and will discuss them with the child's parents or carers. Parents and carers will be reminded that if they persistently collect their child late they may lose their place at the Club.

The parents of the child shall be liable to pay the Late Collection Charge details of which are available on the Holiday Club Scale of Fees.