

15. The late/non-collection of children policy

15.1 Statement of intent

In the event that a child is not collected by an authorised adult at the end of a Pre-school session the Pre-school puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child.

15.2 Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

15.3 Procedures

Parents of children starting at the Pre-school are asked to provide specific information which is recorded on the child's registration form and emergency/medical form, including:

1. Home address and telephone number - if the parents do not have a telephone, an alternative number must be given.
2. Place of work, address and telephone number (if applicable)
3. Mobile telephone number (if applicable)
4. Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Pre-school, for example a child-minder, family member or close friend
5. Information about any person who does not have legal access to the child.

On occasions when parents are aware that they will not be at home or in their usual place of work, they should supply the Manager with an alternative contact number and address. When parents or the persons normally authorised to collect the child are not able to do so the following procedures apply:-

- The parent must inform the Pre-school who is to collect their child,
- We record the name, address and telephone number of the person who will be collecting their child in our collection records.
- We agree with parents how the identification of the person who is to collect their child will be verified.
- Parents sign to confirm this arrangement.

15.4 If a child is not collected at the end of the session

We provide parents with our contact telephone numbers. We also inform parents that in the event that their child is not collected from Pre-school by an authorised adult and the staff can no longer supervise the child in our premises - we apply the following procedures:-

- The collection record is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home, work or mobile telephone.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from Pre-school and whose telephone numbers are recorded on the child's registration form and emergency/medical form are contacted.

- All reasonable attempts are made to contact the parents/carers.
- The child stays at Pre-School in the care of two fully-vetted workers until the child is safely collected.
- The child does not leave the premises with anyone other than those named on the registration form, or emergency/medical form and in the collection record.
- If no-one collects the child, the premises are closing, staff are no longer available to care for the child or a period of an hour has passed, we contact our local Safeguarding Children's Board and Ofsted.
- A full written report of the incident is recorded.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

15.5 Persistent lateness in collecting your child will result in the following steps being taken:

- A verbal warning will be given
- If lateness persists (amount will be at the manager's discretion), written warning will be given and additional time calculated to the nearest 15 minutes and charged to the parents
- If lateness continues a report will be made to the local Safeguarding Children's Board

15.6 Links to other policies, procedures, legislation and forms:-

- Registration Form
- Emergency Medical Form
- Collection Form
- Safeguarding Policy 20.
- Health and Safety Policy 13.

This policy was adopted at a meeting of Walton Under Fives Pre-School held May 2011. It was then reviewed and adapted in a meeting in March 2019.

Signed (Pre School Leader) Date

Signed (Committee Chair) Date