

The non-collection and late collection of children policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a pre-school/reception session/day, Haylands Puddleducks pre-school/reception put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

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.

EYFS key themes and commitments

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
1.3 Keeping Safe 1.4 Health and well-being	2.1 Respecting Each Other 2.2 Parents as partners	3.4 The Wider Context	

Procedures

1. Parents of children starting at the school/ pre-school, are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);

- names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from pre-school, school, for example a childminder or grandparent; (please note that pre-school requires that the person collecting children from pre-school must be aged over 16 years) and
 - information about any person who does not have legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted in our Collection Book.
 3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how the identification of the person who is to collect their child will be verified.
 4. Parents are informed that if they are not able collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from pre-school or school by an authorised adult and the staff can no longer supervise the child in our premises - we will apply our child protection procedures as set out in our Safe Guarding Children Policy.
 5. If a child is not collected at the end of the session/day , we follow the following procedures:
 - the Collection/parent contact Book is checked for any information about changes to the normal collections, routines;
 - if no information is available, parents/carers are contacted at home or at work;

- if this is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school/school - and whose telephone numbers are recorded on the Registration Form - are contacted;
- all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home;
- the child stays at the pre-school/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 and in the Collection Book/parent contact book;
- if no-one collects the child and the premises are closing, or staff are no longer available to care for the child, we apply the procedures set out in our Safe Guarding Children Policy. We contact Children's Services and inform Ofsted.
- a full written report of the incident is recorded; and
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

Late collection

We appreciate that, on occasion due to unforeseen circumstances; parents and carer's may be unable to collect their children on time.

However, should a parent/carer fail to collect their child by the end of their pre-agreed hours, without prior warning the following charges will be applied:

The pre-school will charge a flat fee of £5.00 for every further 15 minute segment you are late.

Charges will be issued for all late collections, except where waived by the supervisor due to exceptional circumstances.

These charges will be levied to cover staffing costs, phone calls etc.

If we have not been informed of a parent/carer collecting their child/children late the following procedures will be followed:

- 1) Contact parent or carer. If unsuccessful we will:
- 2) Contact nominated emergency contact/s. If unsuccessful we will:
- 3) If, after repeatedly trying, we have been unable to contact any nominated person we will inform the duty social worker and act on their instructions.

If it is necessary for an adult other than those already agreed at the time of registration, to collect the child we will use the password system to allow your child to be collected.

Two members of staff will stay at the pre-school with the child. Due to possible legal implications we are not able to take the child anywhere else.

All late collections are recorded and the parent / carer collecting the child must sign to acknowledge their lateness.

Manager of Pre-school Signed..... <i>R. Mullen</i>
Date..... <i>16.12.15</i>
Governing Body Signed..... <i>[Signature]</i>
Date..... <i>16th DECEMBER 2015</i>
Next Review Date October 2016