



Non-collection of child Policy

Parent information

Parents 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 preschool, for example a childminder or grandparent.
- Information about any person who does not have legal access to the child.
- Who has parental responsibility for the child.

When parents are aware, that for whatever reason, they may be difficult to contact during the day, they should inform the preschool before the session begins.

On occasions when parents or the persons normally authorised to collect the child are unable to, they need to inform a member of staff. We will then agree with parents/carers how the identification of the person who is to collect their child will be verified using a password given on the registration forms. This information will then be recorded on the daily register.

Any person arriving to collect a child from preschool must be aged sixteen or over, this is to ensure the safeguarding and health and safety of all children. In the event that an older sibling or young person arrives to collect and is under the age of sixteen, a member of staff will contact the parent/carer to collect the child.

Non collection procedure

Parents are informed that if they are not able to collect the child as planned, they must let us know as soon as possible so that we can begin to take back-up procedures. All parents are provided with our contact telephone number, which they can text, call or leave a voicemail.

If an unknown person arrives to collect a child and suggests that they can telephone the child's parent/carer for confirmation of who they are, the staff will telephone the child's parent/carer from the preschool phone on the numbers provided on the child's Child registration form. If we are not satisfied that the person collecting is there with the parents /carers permission we will not allow them to collect the child.

In the event that children are not collected from preschool by an authorised adult and the staff can no longer supervise the child in our premises we apply our child protection procedures as set out in our child protection policy.

If a child is not collected at the end of the session/day, and staff are able to stay and supervise the child, we follow the following procedures:

- The staff questioned for any information about changes to the normal collection routines.
- If no information is available, we attempt to contact parents/carers on all numbers given (home, mobile, work etc)
- If this is unsuccessful, the adults who are authorised by the parents as emergency contacts to collect their child from preschool – and whose telephone numbers are recorded on the registration form are contacted.
- All reasonable attempts are made to contact the parents/carers, for example, speaking to colleagues or neighbours.
- If all the above attempts are unsuccessful, as a last resort a member of staff will contact the Children's single point of access (CSPA) team on 03004709100

The child will stay with two members of staff until the child is safely collected either by the parents/carers/emergency contact or by a social worker. A written report of the incident will be recorded and filed. Ofsted will be made aware if social services are contacted.

As stated in our terms and conditions parents will be charged £5 per 15 minutes for persistent late collection unless given prior notice as two members of staff will have to be present.