



## **Non-collection of Child Policy**

Parents are asked to provide specific information which is recorded on our registration form, including:

- Home address and telephone number - Parents must supply a phone number where we can contact them in an emergency.
- Work phone number (if applicable).
- Mobile phone number (if applicable).
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from preschool, and can be contacted in an emergency. For example a childminder or grandparent.
- Information about any parent or family member who does not have legal access to the child.
- Who has parental responsibility for the child.

If 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 and let them know the full name of the person collecting. We will then agree with parents/carers a password to verify identification, and will ask the person collecting to give us their name and password.

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**

If parents are not able to collect the child as planned, they must let us know as soon as possible so that they can begin to take back-up procedures. All parents are provided with our contact telephone number and email address, so that they can text, call, WhatsApp message, leave a voicemail or send an email. Parents must make every effort possible to ensure arrangements are made for an alternative authorised adult to collect their child.

If a child is not collected at the end of the session/day, we follow the below procedure:

- 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.
- In the event of children remaining uncollected beyond the end of the normal session hours, and staff being unable to contact any person on a child's file we will wait for a period of 45 minutes and continue to try and make contact. If no contact has been made with a parent/carer or emergency contact for a child within this time staff will contact the C-SPA team and ask for their assistance.

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.

We reserve the right to charge a late payment fee of £5 per 15 minute block. For example if a parent arrives at 4.10pm they will be charged for the 15 minute block of 4.00pm - 4.15pm. Any charges will be added to the next invoice.