



## **Child collection and non-collection policy**

### **Statement of intent**

In the event that a child is not collected by an authorised adult at the end of a session, we 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.

### **Method**

- Parents of children starting at the setting 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 or close relative
  - work telephone number (if applicable)
  - mobile telephone number (if applicable)
  - name, address and phone number of two emergency contacts
- 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 Going Home Book.
- On occasions when parents are not able to collect the child, they record the name and telephone number of the person who will be collecting their child in our Going Home Book.
- Parents are informed that if they are not able to collect their child on time, they must tell us so that we can begin to take back-up procedures. We provide parents with our contact telephone number.
- If a parent is unexpectedly unable to collect their child they must ring us and provide details of the person who will collect their child. A password will be agreed for that person to provide on collection. We are unable to hand the child over without this.
- If a child is not collected at the end of the session, we follow the following procedures:
  - The Going Home Book is checked for any information about changes to the normal collection routines.

- If no information is available, parents/carers are contacted at home or at work.
- If a parent/carer has not arrived within 15 minutes of the end of the session, we will try to contact the emergency telephone number recorded on the Registration Form.
- The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.
- If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we may contact Surrey County Council social care department (03456 009 009)
- The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents or by a social care worker.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Ofsted may be informed (telephone number 0300 1231231).
- When late collection of a child occurs (10 minutes and over), a charge of £10.00 will be made. Depending on circumstances, we reserve the right to make further charges for additional hours worked by our staff.

This policy was adopted at a meeting of Child's Play Pre-school name of setting

Held on (date) \_\_\_\_\_

Signed on behalf of the Proprietor \_\_\_\_\_

Role of signatory ( \_\_\_\_\_ owners

This policy was reviewed on \_\_\_\_\_ (date)

*continue as necessary* \_\_\_\_\_ (date)