



Late Collection and Uncollected Child

Parents/carers are expected to collect their child promptly at the end of the session. Children can become distressed if the person they are expecting is late.

If you think you are going to be late to collect your child please follow this procedure:-

- Call the pre school (07881 931354) as soon as possible to advise us of the situation.
- Ask a designated person to collect your child wherever possible.
- Inform the pre school of this person's identity so the staff can talk to the child if appropriate, this will help to reduce or eliminate the distress that may be caused by this situation.
- If the designated person is not known to the pre school staff, parents must provide a detailed description of this person, and inform the person collecting the child's safety password in order for the pre school to release the child into their care. This is the responsibility of the parent.

In the instance of a child not being collected from the pre school, after a reasonable amount of time (10 minutes), the following procedure will be initiated:-

- The manager will check for any information that may not have been passed on regarding changes to normal routines, parents work patterns or general information. If there is no information relating to why the parent/carer is late, you will be contacted on the numbers provided i.e. mobile phone, home or work. If this fails your emergency contacts, as per your child's records, will be contacted.
- The manager/deputy and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents still have not collected the child, the manager will telephone all contact numbers available every 5 minutes until contact is made. These calls will be logged on a full incident record.
- In the event of no contact being made and after 45 minutes has lapsed, the manager will ring the First Response Team and Ofsted to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child. The child's welfare and needs will be met at all times.
- In order to provide this additional care a late fee may be charged. This will pay for any additional operational costs that caring for a child outside the normal hours may incur. Parents will be informed of this when the situation is resolved.

This policy was adopted by the Bierton Pre School Committee

Date: **11th March 2019**

Signed:.....

Name: **SARAH HEARN**

Role of signatory: **CHAIRPERSON**

Signed, all staff: