

Brockholes Pre-School

Non-collection of children policy

Aim:- In the event that a child is not collected by an authorised adult at the end of the session, 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 child will be properly cared for.

1. Parents/carers of children starting at the pre-school are required to complete our Registration Form and Collection Authorisation Form giving specific information including:-
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given.
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents/carers to collect the child from pre-school.
 - information about any person who does not have legal access to the child.
2. On occasions when parents/carers are aware that they will not be at home, in their usual place of work or available to be contacted via their mobile telephone number, they are required to record how they can be contacted in our Collection Book.
3. If authorised persons collecting a child, are unknown to pre-school staff their identity will be checked before the child is released into their care.
4. On occasions when parents/carers or the persons authorised to collect the child are not able to collect the child, the name, address and telephone number of the person who will be collecting the child must be recorded in our Collection Book. The person must provide identification and the child's personal password when collecting the child.

5. If the parents/carers/authorised persons are not able to collect the child as planned, they must inform us by telephone, giving details of the person who will be collecting the child. The person collecting the child must provide identification and the child's personal password when collecting the child. We provide parents/carers with our contact telephone number.
6. If the parents/carers/authorised persons coming to collect the child are delayed, they must inform us as soon as possible.

In the event that their child is not collected from pre-school by an authorised adult and we have not been informed of any delay – we will apply the following procedure.

- The Collection Book is checked for any information about changes to the normal collection routine.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, any other adults who are authorised by the parents/carers to collect the child from pre-school are contacted.
- All reasonable attempts are made to contact the parents/carers.
- The child does not leave the premises with anyone other than those authorised to collect the child or authorised in the Collection Book.
- If no-one collects the child and no persons authorised to collect the child can be contacted, after one hour, we will contact the Police for instruction.
- A full written report of the incident will be recorded.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- OFSTED will be informed.
- EYFS Key Themes

A Unique Child	Positive Relationships	Enabling Environments	Learning and Development
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Reviewed and updated August 2014