

Non Collection of Children Policy

Children must be collected promptly at the end of sessions. Parents / carers who arrive late cause distress to children and delay staff from getting on with other duties. It is accepted that occasional unexpected delays are inevitable, but where parents / carers are persistently late, it is pre-school policy to charge for the resulting extra staffing costs incurred as a result of delayed pick up. Where parents / carers are unexpectedly delayed they should alert the senior supervisor on duty so as to ensure sufficient staff are able to stay on the premises until the child / children have been collected.

Where parents / carers fail to collect children or to alert the pre-school the following procedure will be followed:

- Two members of staff will remain on the premises until the child / children have been collected
- The entrance gate will be secured
- The child / children who have not been collected will be comforted if necessary, and distracted by appropriate means
- For any children not collected by 12.10 after a morning session, 1.00 after lunch club and 3.30 after an afternoon session, the senior supervisor on duty will:
 - Make any necessary arrangements to ensure that at least two members of staff remain on the premises.
 - Check the authorised person's book to see if anyone different should be collecting the child.
 - Try to contact the parent / carer or anyone named in the book.
 - If the parent / carer or person named in the Authorised persons book cannot be contacted, the senior supervisor on duty will check the authorised persons register and try to contact anyone named as an emergency contact.
 - If no-one is available the senior supervisor on duty will then wait for half an hour and then try to contact the parents / carers / authorised persons again.
 - If he / she is still unable to contact anyone the senior supervisor on duty will contact the pre-school manager and chairperson to advise them of situation.
 - If, after all possible contacts have been tried, there is still no one to collect the child the manager or senior supervisor on duty will contact the Social Services duty officer to seek further advice (Tel. No. 01803 869300 or for out of hours: 0845 6000388)
 - The manager / senior supervisor on duty will follow the advice given and fill in a left child report.
 - The chairperson will report the incident to OFSTED. This will be done by telephone to begin with, followed up by a written report using the relevant forms found in the filing cabinet.

This policy was adopted at a meeting of the pre-school held on(date)

Signed on behalf of the pre-school