

Safe Collection Procedures and Uncollected Children

If Parents or carers believe that they are going to be late, parents or carers should telephone the nursery immediately. This should be prior to the child's collection time. Clearly lateness as a direct result of an emergency would be acknowledged, however, under no other circumstance is lateness acceptable; it is unfair to children and to the staff.

Safe Collection Procedures

We have arrangements in place to ensure all staff are fully aware of the persons who will be collecting children at the end of each session. Parents/carers will keep staff informed if these arrangements need to change at any time.

Parents are informed that if they are not able to collect their child, they must inform staff and tell them who will be collecting the child.

The name and description of the new collector must be given to staff and a password will be issued to them to verify the identity of the new collector.

The Pre-school will not release the child to anyone under the age of 16 years.

In the event of an unauthorised collector arriving, staff will contact the parents. If they are unavailable then staff will ring the emergency contact.

Uncollected Children

Within 30 minutes of collection time, all contact and emergency numbers will be tried. In the event of no response with any of the names given on the contract/registration form; and no contact has been received, we apply the procedures for uncollected child:

- We contact the Norfolk children's social care team on 0344 800 8020
- 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 worker.
- Under no circumstances do staff 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.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted must be advised in writing for an uncollected child.

Links to other relevant policies:

- Safeguarding policy

This policy was adopted at a meeting of _____ name of setting
Held on _____ (date)

Date to be reviewed

(date)

Signed on behalf of the management
committee

Name of signatory

Role of signatory (e.g. chair/owner)