

## Non-Collection of Children Policy

### Statement of intent

In the event that an authorised adult at the end of a session/day does not collect a child, the setting puts into practice agreed procedures. This will ensure an experienced and qualified practitioner who is known to the child will care for their safety.

### Aim

In the event that an authorised adult does not collect a child, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/guardians of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Parents/guardians should pay particular attention to the policy statements that refer to charges and possible loss of the child's place at the pre-school. The application of this policy will apply when a child is repeatedly not collected at the end of a pre-school session.

### Methods

- Parents/guardians of children starting at the setting are asked to provide specific information which is recorded on our Enrolment Form, including:
  - Home address and telephone number - if the parents/guardians do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
  - 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/guardians to collect their child from the setting, for example a childminder or grandparent;
  - Information about any person who does not have legal access to the child; and
  - Who has parental responsibility for the child.
- On occasions when parents /guardians are aware that they will not be at home or in their usual place of work, please ensure you inform the setting either verbally or email [info@earlybirdsbumbury.co.uk](mailto:info@earlybirdsbumbury.co.uk)
- On occasions when parents/guardians or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number, password or picture of the person who will be collecting their child via email [info@earlybirdsbumbury.co.uk](mailto:info@earlybirdsbumbury.co.uk) or paper copy to a member of staff. We agree with parents/guardians how to verify the identity of the person who is to collect their child.

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- Parents/guardians are informed that if they are not able to collect the child as planned, they must inform us as soon as possible and let us know what action they are taking to ensure the collection of their child, we provide parents with our contact telephone number. We also inform parents /guardians that - in the event that their children are not collected from setting by an authorised adult and the staff can no longer supervise the child on our premises - we apply our child protection procedures as set out in our child protection policy.
- If a child is not collected at the end of the session/day, we follow the following procedures:
  - The staff check for any information about changes to the normal collection routines.
  - If no information is available, parents/guardians are contacted at home or at work.
  - If this is unsuccessful, the adults who are authorised by the parents/guardians to collect their child from the setting - and whose telephone numbers are recorded on the Enrolment Form - are contacted.
  - All reasonable attempts are made to contact the parents/guardians or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Enrolment Form, Permission to collect form or written confirmation from parents/guardiana.
  - **If a child is not collected at the end of a pre-school session, there will be a charge of £15.00 to cover costs. This will apply for the first 15 minutes of a late collection.**
  - **An additional charge of £15.00 will apply at the commencement of each subsequent 15-minute period. These charges will continue to apply for a period of 1 hour from the end of the session.**
  - **If there are more than three occurrences in any half term period then the child's continued placement at the setting will be reviewed. At this review it may be decided that a place at the pre-school can no longer be offered to the child.**
  - If no one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact our local authority social services department (telephone number 0300 123 5500)

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- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- 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 may be informed (telephone number 0300 123 4666).
- The Early Alliance Office may also be informed. (telephone number 0207 697 2500)

The Early Birds Pre-School Committee approved this policy on

Date 13<sup>th</sup> June 2019

Signed on behalf of the Management Committee

Karen Vernon-Smith



Role of Signatory

Chair