

Late Collection of Children Failure to Collect a Child

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It can be very distressing to children if they are the last to leave the setting when all other children have been picked up.

For exceptional circumstances the parent/carer should of course contact us before the collection time, when we will be able to put in place alternative arrangements for looking after your child.

Although it is appreciated that there may be times when you are unavoidably detained in collecting your child, it is the setting's policy to record these delays and a charge of £1 each minute past the collection time will be incurred.

Failure to Collect a Child

If a child is not collected **within 15 minutes** at the end of the session and no message has been received, the following safeguarding procedures are implemented:

- The parent would be contacted via their home number and mobile number (if applicable).
 - Emergency telephone numbers would be contacted.
 - All calls and numbers tried would be logged, recording the time and whether a message had been left.
 - The child stays in pre-school until the child is safely collected by the authorised person. If it is at lunchtime the child may join the other children and subsequently join in with the afternoon session.
 - The child must only leave the premises with those named on the Enrolment Form or anyone who parents have given permission to collect (with the password), or any other person the pre-school has been notified of in an emergency.
 - There must always be **two members of staff** present with the child.
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- If a child is not collected **within 1 hour** of the end of the session and no message has been received **this becomes a safeguarding issue and the Multi Agency Safeguarding Hub would be contacted:**

Day time (9am – 5 pm)	01708 433222
Out of hours	01708 433999

Under no circumstances are staff to look for the parent, nor do they remove the child from pre-school.

A full written report of the incident must be recorded by the person in charge.