



## Late Collection and Non-Collection

At Witty Kiddies Pre-School we expect all parents to agree an approximate time to collect their child from the Pre-School. We give parents information about the procedures to follow if they expect to be late. These include:

- Agreeing a safety password with the Pre-School in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling the Pre-School as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing the Pre-School of this person's identity so the Pre-School can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the Pre-School staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's safety password in order for the Pre-School to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the Pre-School after a reasonable amount of time [**10 mins**] has been allowed for lateness, we initiate the following procedure:

- The Pre-School manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the Pre-School will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after half an hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team
- The Pre-School will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child

- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of [**£20 after the first 10mins of closure, and £1/min afterwards**] will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal Pre-School hours may incur.

**Contact numbers:**

Name	Contact No
Social Services Emergency Duty Team	020 8461 7373
Ofsted	030 0123 1231

This policy supports the following safeguarding and welfare requirements:

**England**

Meeting the Early Years Foundation Stage Safeguarding and Welfare Requirements.

*This policy will be reviewed when needed*