



Collection, late & non collection Procedure

To ensure the safety and wellbeing of the children and to ensure that the children are not handed over without authorisation, the following procedures will be adhered to at all times.

- All children's late arrival and departure times will be recorded in the register.
- At the end of each session parents and carers are requested to wait by the door, where a member of staff will bring your child to you. This is a busy time and the pre-school door is in constant use. We will ask for parent's cooperation with this matter as it is in the best interests of the children's safety.
- Students or volunteer helpers will not be permitted to carry out this duty unless accompanying a member of staff.
- All children will be permitted to go with the parent, carer or authorised person aged over 16. For young people, evidence of age may be requested before they are able to collect.
- Once a child has been handed over to the parent/carer and marked out of the register, they are considered the parent's responsibility should they return to the room for any reason, e.g. to use the toilet.

We appreciate that there are occasions when the parent or persons normally authorised to collect the child are not able to collect them. We can accept face to face consent from the parent/carer or by telephone if we can positively identify the caller by use of password or when the parent's voice is known to us (this can only happen if this is agreed by a manager or deputy). We will take the name and telephone number of the person collecting the child and will ask the parent to provide them with the pre-agreed password. We will use this information, along with any other information provided by the parent, or if still unsure we will ask for formal identification e.g. passport or driving license, to positively identify the person collecting.

Late collection

The pre-school recognises that there are occasions where an emergency may arise which may lead to your child being collected late, and on any such occasion the pre-school will work in partnership with parents and carers. However, persistent late collection is not acceptable and written details will be kept to avoid such situation becoming a problem for the child or pre-school. Repeated late collections will result in the reviewing/withdrawing of a child's place. All parents/carers collecting children should have collected and be off site by the respective end of session time that has been agreed and is on the register. Late collection incurs a charge of £10 per 5 minutes, or part thereof and will be payable in line with our fees policy.

Non-Collection of Children

Aim

In the event that an authorised adult does not collect a child at the end of a pre-school session, the pre-school puts into practice agreed procedures. These ensure an experienced and qualified practitioner who is known to the child cares for the child safely, whilst the following procedures are applied, in order to cause as little distress as possible.

We inform parents and carers of our procedures so that if they are unavoidably delayed, they will be reassured that their children will be properly cared for. We provide our telephone number to the parent before the child starts pre-school. If the parent/carer is unable to collect and are not able to find anyone to collect them they must telephone us as soon as possible so that we can commence our back-up procedures. We inform parents that in the event that their child is not collected from pre-school by an authorised adult, the staff can no longer supervise the child on our premises. We apply our child protection procedures as set out in our safeguarding children policy.

Parents of children starting at the pre-school are asked to provide specific information, which is recorded on our registration form, including:

- Home address and telephone number, emails
- Names and telephone numbers of adults who are authorised by the parents to collect their child from pre-school, i.e. a childminder or grandparent. Please ensure that you ask their consent before giving us their details.
- Information about any person that does not have legal access to the child along with any official paperwork.

We are happy to record as many numbers for parents/carers and emergency contacts that the parents wish to provide us with.

Procedure

If a child is not collected at the end of a session, we adhere to the following procedures:

- The registration form is checked for any information about changes to the normal collection routine.
- If no information is available, parents or carers are contacted by the telephone numbers on the form.
- If the above is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school, and whose numbers are on the registration form, are contacted.
- All reasonable attempts are made to contact parents or carers. For example, an emergency contact is contacted or staff members visit the child's home.
- The child stays at the pre-school in the care of at least 1 practitioner and a member of management until they are safely collected by either the parent or an authorised person.
- If the child staying takes us over our legal ratios OFSTED will be contacted immediately for advice.
- If the child has not been collected and we have had no communications from parents or family, after 30 minutes from the first round of communication attempts, we apply the procedures set out in our Child Protection Policy. We contact the local police station, and inform OFSTED, MASH and the insurance company.
- The police/children's 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 and depending on circumstances we reserve the right to charge parents for the additional time worked by our staff.

This policy was adapted at a meeting held at Rainbow Pre-school in October 2019

Signed on behalf of Rainbow Pre-school:

Rainbow Pre-school Southampton Ltd is a company registered in England & Wales. Registration No: 10058477. Registered Office: Unit 4, Basepoint, Andersons Rd, Southampton. SO14 5FE.

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