



Registered Charity No: 1038425  
Village Hall, Newport Road, Hanslope, MK19 7NZ  
www.hanslopepreschool.org

# Child Collection Policy

Date reviewed: 13.09.2021

## Policy statement

Hanslope Pre-school requires the parent/carer of a child to provide the names of at least two adults over the age of 16 years who they consider suitable to collect their child in their absence or in the event of an emergency. An emergency can include a child becoming ill at Pre-school. Persons who have been recorded by the parent/carer on the child's Day Care Record form will be permitted to collect your child if you are unable to do so or if you are not present at the normal collection time.

They must provide a password if they are not recognised by the staff and will not be permitted to take the child if they are unable to do so. The child will not be permitted to leave Pre-school in the care of a person under the age of 16 years, or a person who appears to be under the influence of alcohol or drugs or who presents unwanted behaviour towards any member of staff.

There are always the odd occasions when a parent/carer is held up, or an emergency occurs and they are not able to collect a child on time, due to circumstances beyond their control. We are sympathetic to the circumstances that may arise and will always seek to support families and provide a safe and secure environment for an uncollected child. However, when there is persistent late collection, we see an impact upon a child's emotional well-being and levels of distress. It also becomes difficult for staff to meet the full requirements of their duties and the quality of provision for the other children can suffer as a result.

If a child is not collected by an authorised adult at the end of a session, Hanslope Pre-school puts into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified staff who are known to the child. We will ensure that the child receives a high standard of care to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

## Procedures

- Parents of children starting at Pre-school are asked to provide the following specific information which is recorded on our Day Care Record Form:
  - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or close relative.
  - Place of work, address, and telephone number (if applicable).
  - Mobile telephone number.
  - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from Pre-school, for example a childminder or grandparent.
  - Who has parental responsibility for the child?
  - Information about any person who does not have legal access to the child.
- We regularly remind parents of the importance of letting us have up-to-date contact numbers and stress that it is in their children's interests to fill in our Day Care Record form as comprehensively and as accurately as possible.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- On occasions when parents, or the person normally authorised to collect the child, are not able to collect the child, they record the name of the person who will be collecting their child on our Child Collection Information Form. If this person is not known to Pre-school staff, the parent must also record their address and telephone number. This person must know the child's password for our staff to release the child to them.
- Parents are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number **07977721755**.

- We inform parents that we apply child protection procedures as set out below if their child is not collected from Pre-school by an authorised adult within one hour of the session and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the session, our procedure is as follows:
  - A record will be made that the child is still on the premises.
  - The Child Collection Information Form is checked for any information about changes to the normal collection routines.
  - If no information is available, the home, work, and mobile contact numbers, supplied on the Day Care Record form, will be used to try to contact parents/carers. Where possible a message will be left.
  - If there is no response from these numbers, then the other emergency contact numbers provided on the Day Care Record form will be used. Where possible a message will be left.
  - All reasonable attempts will be made to contact the parents/ nominated carers.
  - The child does not leave the premises with anyone other than those named on the Day Care Record Form or the Child Collection Information Form.
  - If no-one collects the child within 30 minutes of their expected collection time and there is no- one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact the local authority Milton Keynes Council's children's social care team.
  - Telephone number 01908 253169 or 01908 253170.
  - If the children's social care team is unavailable (or as our local authority advise) we will contact the local police.
  - After an additional 15 minutes if the child has not been collected, we will contact the above statutory agencies again.
  - The child stays at Pre-school in the care of a minimum of two fully vetted workers one of whom will be our Practice Manager or Deputy Manager, until the child is safely collected either by the parents, authorised carer or by a social care worker.
  - Social care will aim to find the parent or another relative; if they are unable to do so the child will be looked after by the local authority.
  - Under no circumstances will staff go to look for the parent, nor do they leave the setting premises with the child.
  - We ensure that the child is not anxious, and we do not discuss our concerns in front of them.
  - A full written report of the incident is recorded in the child's file. A cause for concern form should also be completed if there are safeguarding and welfare concerns about the child, or if Social Care have been involved due to the late collection.
- In accordance with our Pricing Policy, we reserve the right to charge a fine for late collection to cover the additional time worked by our staff. The management committee will be sympathetic with occasional lateness when the circumstances are exceptional, but regular late collection of children cannot be condoned.
- If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve timekeeping and identify any further support that may be required.
- Ofsted may be informed - 0300 123 1231

This policy was reviewed by Hanslope Pre-school on 13<sup>th</sup> September 2021

Date to be reviewed 13<sup>th</sup> September 2022.

Signed on behalf of Hanslope Pre-school

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By DWatson Chairperson on