GREENWOOD PRE SCHOOL

LATE COLLECTION POLICY

St George's Pre-School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Staff Responsible:	Pre-School Manager
Date of Review:	September 2018
Date of Next Review:	September 2019

Date	Change
September 2018	Unchanged policy moved to new format

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Late Collection Policy – (September 2018)

At Connect Schools Academy Trust we expect all parents to understand the importance of being on time to collect their child/children at the end of the session.

Late collection can be distressing for children and they need to feel secure that they will be collected promptly after each session.

The principles underpinning this policy are:

- To provide information for parents and staff as to the procedure if children are collected late or not at all

The aims of this policy are:

- To enable staff to consistently follow the correct procedures when children are collected late
- To re-assure parents that their children will be properly cared for if they are unavoidably delayed
- To ensure children maintain high levels of wellbeing if their parents are delayed.

Current practice ensures:

- When children are registered at the settings parents provide contact details for those with parental responsibility for the child and other adults who are authorised to collect their child (e.g. childminder or grandparent). A password for collection by authorised persons will be agreed upon registration and written within the registration form.
- If the parent will not be contactable in the usual means they must inform the setting in writing how they may be contacted
- On occasions when parents or other authorised persons are unable to collect the child the parent must provide the setting with the contact details of the person who will be collecting the child. How to verify the identity of the person must be agreed with the setting upon registration
- If the parent is unable to collect the child as planned they must contact the setting as early as possible with instructions for who will be collecting the child on the setting's contact telephone number.
- If the parent is unavoidably delayed they must contact the setting as soon as possible so staff can re-assure the child

If a child is not collected at their expected collection time the settings staff will follow the procedure below:

- After five minutes staff will attempt to make contact with the parent to ascertain their whereabouts.
- If the parent cannot be contacted staff will try to contact the emergency contacts that have been listed on the child's registration form. They will be informed that the child has not been collected and ask them to make arrangements for the collection.

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- If all of the possible contacts are unreachable after 1 hour the pre-school are committed to contact Local Authorities Social Care (LASC) under Ofsted regulations. The staff will follow instructions as advised by LASC.
- The child stays at the setting in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until the child is safely collected either by the parents or by a social care worker.
- Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances will we go to look for the parent, nor 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.

We will be successful when:

- Staff are able to consistently follow the correct procedures for when children are collected late
- Parents feel confident that their children will be properly cared for if they are unavoidably delayed
- Children are kept calm and re-assured if their parents are delayed and their levels of wellbeing are unaffected.

Links to other policies

Safeguarding
Admissions