Anlaby Park Methodist Pre-School

Late collection and non-collection of child policy

All parents agree to an arrival time at the end of the Pre-School session and are informed of procedures on what to do if they expect to be late. This includes:

* Calling the Pre-school as soon as possible to advise of their situation
* Asking a designated person 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 the distress that may be caused by this situation
* If the designated person is not known to the staff, the parent must provide a photograph of this person and who they are in relation to the child. A code word will be established between the parent, the person to be authorised and the pre-school, as a second safeguarding procedure. If a parent no longer wishes an authorised person to collect their child, it their responsibility to let the pre-school know in writing and receive an acknowledgement in writing.

In the instance of a child not being collected from the Pre-School after a reasonable amount of time has been allowed for lateness, (no more than 15 minutes), the following procedure will be initiated by staff:

* Inform the manager/deputy that a child has not been collected
* The manager/deputy will check for any information regarding changes to normal routines, parents’ work patterns or general information. If there is no information recorded, the parents will be contacted on the numbers provided for their mobile, home or work. If this fails, emergency contacts will then be contacted as per the child’s records
* The manager/deputy and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly
* If the parents still have not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full incident record
* In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team and Ofsted to advise them of the situation
* 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 may 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. Persistent late collection of more than 10 minutes will incur a fee of £10 per 15 minutes. Parents will be informed of this in writing before extra fees are charged.

**Contact numbers:**

|  |  |
| --- | --- |
| Name | Contact No |
| **Ehash – East Riding Safeguarding team**  | **01482 395500** |
| Social Services Emergency Duty Team (out of hours) | 01377 241273 |
| Ofsted | 0300 123 1231 |

**This policy was adopted on: 11th March 2022**

**Signed on behalf of the Pre-School \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date for review: March 2023**