



Late Collection / Non collection

At Growing Stars Pre-School we expect all parents to agree on an approximate time to collect their child, these are pre-arranged times in line with our sessions.

We give parents information about the procedures to follow if they expect to be late/ early. These include:

- Agreeing a safety password with us in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Calling Growing Stars Pre-School as soon as possible to advise of their situation.
- Asking a designated adult to collect their child wherever possible.
- Informing us of this person's identity so Growing Stars 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 staff, the parent must provide a detailed description of this person. This designated person must know the individual child's safety password and also provide photographic ID in order for staff to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from Growing Stars Pre-School after 15 mins, we initiate the following procedure:

- If the manager is not on site, they 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 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 one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team.
- Growing Stars 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 £15 for the first 15 mins and then £5 for every 5 minutes will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal hours may incur.

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Policy Reviewed: Yearly

Written on behalf of Growing Stars Pre-School : S Haywood