

Late Collection of Children Policy

In the event that a child is not collected by an authorised adult at the end of a session, Stepping Stones Pre-School will put into practice agreed procedures. These ensure the child is cared for by an experienced and qualified practitioner, who is known to the child and as little distress is caused as possible.

Parents and carers of children starting at the pre-school are asked to provide the following information, which is recorded on our Registration and Medical Forms:

- Home address and telephone number.
- Work and mobile telephone numbers.
- Names, addresses and telephone numbers of adults who are authorised to collect their child. (registration form)
- Names and telephone numbers of adults to contact in an emergency (medical form).
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

Parents are informed of the procedures to follow on the occasions that they or their authorised adults cannot collect their child or they are running late. These are detailed in the Health & Safety Policy under security of children.

If a child is not collected at the end of the session/day we follow the procedures below.

- Check the collection book for any information about changes to the normal routine.
- Make all reasonable attempts to contact the parents/carers. If this unsuccessful, we will contact the adults who are authorised by the parents/carers to collect their child from the pre-school.
- If no one collects the child after the pre-school has closed and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
 - Contact Children's Services. On the MASH switchboard: tel: 0344 8008020.
 - Keep the child at the pre-school, in the care of two 'suitable' people (one of whom must be a staff member) until they are collected by someone authorised to do so.
 - Social care will aim to find the parent or carer. If they are unable to do so, the child will be looked after by the local authority.
 - Under no circumstances should staff go to look for the parent or carer, nor take the child home with them.
- Complete a full written report of the incident to be kept in the child's personal file.
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by staff.
- OFSTED may be informed. Tel: 0300 123 1231
- Early Years team at Norfolk County Council may be informed.