

Fairfield Playbox Pre-School

NON-COLLECTION OF CHILDREN POLICY

Statement of intent

If a child is not collected by an authorised adult at the end of a session, the preschool puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order 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 children will be properly cared for.

Methods

- Parents of children starting at Playbox Preschool are asked to provide specific information which is recorded on our Registration form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, a mobile number or perhaps a neighbour or close relative;
 - mobile telephone number wherever possible;
 - names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from Playbox, for example a childminder or grandparent (local contact in case of emergencies);
 - information about any person who does not have legal access to the child;
- On occasions when parents are aware that they will not be at home or in their usual place of work, they should tell the Manager, who will make a note of how they can be contacted on the register.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they should tell the Manager, Deputy Manager or member of staff responsible for the register that day, who will record the name and telephone number of the person who will be collecting their child on the register. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their children are not collected from Playbox by an authorised adult and the staff can no longer supervise the child on our premises - we apply our safeguarding procedures as set out in our Non collection of child policy

- If a child is not collected within 5 minutes of the end of the session, and we have had no contact from the parents or carers responsible for the child. We will follow these procedures:
 - The Register is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home, on their mobile telephone or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the preschool - and whose telephone numbers are recorded on the Registration Card - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Registration Card or on the Register.
 - The Manager and Deputy Manager or one other member of staff stay with the child until he/she is collected by an authorised adult.
 - If no-one collects the child after 15 minutes and there is no-one who can be contacted to collect the child, we contact SPA 0208 547 5008 and take advice from them.
 - The child stays at Playbox in the care of the two members of staff until the child is safely collected either by the parents or by a social worker;
 - Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
 - Under no circumstances will staff go to look for the parent, nor will they take the child home with them.
 - A full written report of the incident is recorded in the Incident Book.
 - Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
 - Ofsted may be informed (telephone number: 0300123 4666).

This policy was last reviewed and revised on 30.9.25

Signed on behalf of the Management Committee by Alan Clatworthy (Chair)

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