**Bradgate preschool Late collection and non-collection policy**

At Bradgate preschool we expect all parents to collect their child at an agreed time.

The following procedures we expect our parents to follow if they expect to be late include…

* Calling the preschool as soon as possible to advise of their situation.
* Asking a designated adult who is named on the admissions form to collect their child wherever possible.
* Agreeing a safety password with the preschool in advance to be used by anyone

collecting a child who is not the parent (designated adult).

* Informing the preschool of this person’s identity so that we can talk to the child

if appropriate. This will help to reduce or eliminate any distress to the child caused by the

situation.

* If the designated person is not known to the preschool staff, the parent must provide a detailed description of this person, including their first and surname. This designated person must know the individual child’s safety password in order for the nursery to release the child into their care. This is the responsibility of the parent.

**If a child has not been collected from the nursery after a reasonable amount of time has been allowed for lateness, we initiate the following procedure (approx. 15 minutes):**

* The preschool manager 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/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the preschool 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 Cpoms.
* 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

**If no-one collects the child within one hour of their expected collection time and there is no-one who can be contacted to collect the child, we will apply the procedures for uncollected children which includes the following;-**

* The preschool manager or a member of the schools senior leadership team will contact the local authority children’s social care team .

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