



Late Collection

March 2024

At **Elsworth Pre-School** we expect all parents/carers to agree to our collection times of 11.55 for a morning session or 2.55 for an all-day/afternoon session. We recognise that there are occasions when a child will need to be collected at another time, we ask that parents/carers inform us of this so that we can support the child in a change of pre-school routine. We give parents information about the procedures to follow if they expect to be late.

These include:

- Agreeing a safety password with the pre-school in advance to be used by anyone collecting a child who is not the parent/carer (designated adult).
- Calling the pre-school as soon as possible to advise of their situation.
- Asking a designated adult 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 any distress caused by this situation.
- If the designated person is not known to the pre-school staff, the parent/carer must provide a detailed description of this person, including a photo and their date of birth where known. This designated person must know the individual child's safety password for the pre-school to release the child into their care. This is the responsibility of the parent/carer.

If a child has not been collected from the pre-school after a reasonable amount of time, 15 minutes after the end of the session, we initiate the following procedure:

- The pre-school manager or most senior member of staff on rota will be informed that a child has not been collected.
- They will check for any information regarding changes to normal routines, parent/carer work patterns or general information. If there is no information recorded, they will try to contact the parents/carers 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 pre-school manager or most senior member of staff on rota 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/carers have still not collected the child, the pre-school manager/staff member 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 Designated Person will ring the local authority children's social services emergency duty team.



- Ofsted will be notified by the Nominated Person as soon as possible.
- 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.

To provide this additional care a late fee of **£15** will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal preschool hours may incur.

Contact numbers:

Social Services Emergency Duty Team 0345 045 1362

Ofsted 0300 123 1231.

Adopted on:	21 st March 2024
Adopted by:	Sophie Mills, Interim Pre-School Manager Hannah Holland, Chair of Trustees
Next Review Date:	21 st March 2025