**Neatishead and Barton Pre-School**

**Safe Collection Procedures and Uncollected Children**

If parents/carers believe that they are going to be late, they should telephone the setting immediately. This should be prior to the child’s collection time. Clearly lateness as a direct result of an emergency would be acknowledged, however, under no other circumstance is lateness acceptable; it is unfair to children and to the staff.

**Safe Collection Procedures**

We have arrangements in place to ensure all staff are fully aware of the persons who will be collecting children at the end of each session. Parents/carers will keep staff informed if these arrangements need to change at any time.

Parents must inform staff if they are unable to collect their child and tell them who will be collecting the child on that occasion.

The name and description of the new collector must be given to staff and a password will be issued to them to verify the identity of the new collector. All this information is written in the “Changes to collection “book.

The Pre-school will not release the child to anyone under the age of 16 years.

**In the event of an unauthorised collector arriving, staff will contact the parents to get verbal permission . If they are unavailable then staff will ring the emergency contact/s.**

**Uncollected Children**

Within 15 minutes of collection time, all contact and emergency numbers will be tried. In the event of no response with any of the names given on the contract/registration form; and no contact has been received within 30 minutes, we apply the procedures for uncollected child:

* We contact the Norfolk CADS
* The child stays at the setting in the care of two members of staff until the child is safety collected either by the parents or by a social worker.
* Under no circumstances will staff begin to look for the parent, nor do they take the child home with them.
* A full written report of the incident is recorded in the child’s file and detailed in the Child Protection folder.
* Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff and a late collection fine.

Signed on behalf of the Committee

Name of Signatory

Role of Signatory

Date

Date to be reviewed