

PRECIOUS TIMES CHILDCARE SERVICES POLICIES

Uncollected/ Late Collection of Child

Statement of Intent

In the event that a child is not collected by an authorised adult at the end of a session/day. Precious Times 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.

Procedures

1. Parents of children starting at the setting 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, perhaps a neighbour's;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers and photographs of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
 - Information about any person who does not have legal access to the child. And a copy of associated legal papers
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they will be required to give alternate contact details.
3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address, photograph and telephone number of the person who will be collecting their child. We agree with parents how the identification of the person who is to collect their child will be verified. This will be through knowing the child's date of birth and a previously agreed password. This person is also required to bring appropriate photo identification.
4. 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 ensure our staffing accommodates the extra child. Parents should also make alternative arrangements for collection. We also inform parents that - in the event that their children are not collected from the setting by an authorised adult and the staff can no longer supervise the child in our premises, we apply our safeguarding procedures
 - The child does not leave the premises with anyone other than those named on the Registration Form / authorised adult form unless in an emergency situation where verbal

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permission has been given by the parent/carer and we are able to verify their identity via passwords and photographic identification

5. If a child is not collected at the end of the day, and we have been unable to contact the parent/carer we follow the following procedures:
 - After 5 minutes we attempt to contact parents/carers using the telephone numbers provided.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from setting and whose telephone numbers are recorded are then contacted
 - All reasonable attempts are made to contact the parents/carers and other authorised adults
 - The child stays at setting in the care of two fully-vetted workers until the child is safely collected;
 - If no-one collects the child after 30 minutes we apply the procedures set out in our Safeguarding Policy we will contact Children's Services on 01472 325555
 - A full written report of the incident is recorded
6. If a parent/carer is late collecting a child from the setting they will be subject to a surcharge of £20.00 per hour or part thereof. Charges are made after five minutes and further charges after the hour. Parents who regularly collect their children late will be subject to the surcharge of £20.00 regardless of the 5 minute concession.
7. If a parent/carer is aware that they are going to be late it is expected that they make alternative arrangements e.g. booking the child in for an extra session or alternative arrangements for the child to be collected
8. Parents/carers should be aware that the premises should be vacated by the designated closing time 18.00 hours

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This Policy was Adopted at a Meeting of Managers and Directors
1st August 2011

Policy Revised Date	Revised By
20th August 2012	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
24th August 2013	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
8th September 2014	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
30th November 2015	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
2nd June 2017	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson Miss Vicki Mckay
5th June 2018	Mrs Kerry L Francis Miss Kerry L Whitney Mrs Helen Jackson