

# Contact and Collection Of Children Policy

## STATEMENT OF INTENT.

Totterdown Preschool keeps up to date records and contact details of the adults involved in the care of the children attending. These are used to ensure children can be safely collected at the end of the session and at other times when necessary. Systems are in place to ensure that children cannot leave the premises without an authorised adult and that children are properly cared for in the event of a delay to their collection at the end of a session. 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 Totterdown 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);
- Name, address and telephone numbers of adults who are authorised by the parents to collect their child from Totterdown, for example a childminder or grandparent;
- Information about any person who does not have legal access to the child.
- Parents are required to set a password, that all adults collecting their child will need to say.

2. On occasions when parents are aware that they will not be at home or in their usual place of work, they will need to either phone, speak to or email the preschool with the details of where they will be in the event of an emergency.

3. On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they will need to either phone, speak to or email the preschool with the details of 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, usually by a password nominated by the parents.

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 backup procedures. We provide parents with our contact telephone number. We also inform parents that in the event that their children are not collected from preschool by an authorised adult and the staff can no longer supervise the child on our premises we apply our child protection procedures as set out in our child protection policy.

5. If a child is not collected at the end of the session/day, we follow the following procedures:

- The email, notice board and phone is checked for any information about changes to the normal collection routines;
- If no information is available, parents/carers are contacted at home or at work;
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from preschool and whose telephone numbers are recorded on the Registration Form are contacted; all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or, if possible another member of staff visits the child's home;
- The child stays at preschool in the care of 2 member of staff until the child is safely collected or alternative arrangement is made. There will always be one member of staff present that the child is familiar with.
- The child does not leave the premises with anyone other than those named on the Registration Form;
- If after 30 minutes no contact has been able to be established with any person listed on the registration form, then we will contact our local authority social services department ( 0300 470 9100 or out of hours phone 01483 517898) and inform OFSTED (0300 123 1231)
- A full written report of the incident is recorded.
- Parents should be aware that the preschool reserves the right to make a charge for children being collected later than the closing time advertised. A break down of these charges of detailed on our admissions policy. Current charges are available on request from the preschool and are subject to change each year as decided by the management. Charges will be made per child and will be added to the next invoice.

Agreed by Claire Childs and Shamira Lumsden

Reviewed and revised on August 2021

#### STAFF ACKNOWLEDGEMENTS

I have read this policy and will adhere to it in future practice: