



TCC Christian Preschool Non-collection of child policy

Statement of intent

In the event a child is not collected by an *authorised adult at the end of a pre-school session Thundersley Congregational Church (T.C.C.) Pre-school 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. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

*authorised adult is a person 18 years and older. If a minor (i.e. person aged 16 – 18 years old) is authorised by the parent/carer to collect a child the welfare of that child will be the responsibility of the parent. Written permission by the parent/carer will be required for a child to be collected by a minor.

We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children are properly cared for.

Procedures

1. Parents of children starting at the pre-school are asked to provide specific information which is recorded on the admission form including:
 - home address and telephone number and mobile number – if parents do not have a telephone then an alternative number must be given e.g. a neighbour
 - place of work, address and telephone number (if applicable)
 - names and addresses and telephone numbers of adults who are authorised to pick up the children from pre-school
 - information about any person who does not have legal access to the child but that has parental permission to have access to the child
2. On occasions when the parent/carer is aware they will not be at home or their usual place of work they must give written contact instructions to the manager and put in the days register.
3. On occasions when the parents/carers or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person collecting their child in a letter to the pre-school. We will agree with the parents how the identification of the person who is to collect their child will be verified by use of a password that is chosen by the parent/carer and is only known to them, any person authorised to collect the child and the manager/supervisor.
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 take back-up procedures. We will provide parents with our telephone number. We also inform parents that in the event that their child is not collected from pre-school by an authorised adult the staff can no longer supervise the child in our premises – we apply our child protection procedures as set out in our Safeguarding policy.
5. If a child is not collected at the end of a session we follow the following procedure:
 - the register is checked for any information about changes to the normal collection routine which are recorded in the daily information book
 - if no information is available, parents/carers are contacted at home or work
 - if this is unsuccessful, the adults who are authorised by the parents to collect their child from pre-school and whose telephone numbers are recorded on the admission form are contacted
 - all reasonable attempts are made to contact parents/carers

- if, after 15 minutes, the parent/carer has not arrived to collect the child the supervisor/manager will phone the parent/carer and other named contacts on the admission form, if no reply it will be assumed they are on their way to collect the child. The child will be reassured and kept happy for a further 15 minutes. If after this time the parent/carer has not arrived and all attempts to contact someone have failed the following will take place:-
- the child stays at pre-school in the care of two fully vetted workers until the child is safely collected
- the child does not leave the premises with anyone other than those named on the admission form or parental consent by knowing the password
- if no-one collects the child and the premises are closing or the staff are no longer available to care for the child, we will apply the procedures set out in our child protection policy.
- We contact our local authority social services department (telephone number.....)
- and inform Ofsted (telephone number.....) and our local Pre-school Learning Alliance office/Pre-school Development Worker (telephone number.....)
- a full written report of the incident is recorded in the child's file
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff
- A fee of £10 will be charged for every 30 minutes or part of.

This is an inclusive policy.

Other useful Pre School Learning Alliance publications

- Safeguarding Children (2010)

1.3 Keeping safe 1.4 Health and well-being	2.2 Parents as partners	3.4 The wider context	
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Signed.....Manager

Date