

# Ravenside Pre-School

## UNCOLLECTED CHILDREN.

### General Legal Requirement

- *The provider must take necessary steps to safeguard and promote the welfare of children.*

We expect children will be picked up at the end of their session, if it should not occur we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

If, after 15 minutes, the parent does not ring to say there has been a delay, the person in charge will ring all the contact numbers including the emergency contact numbers, on the child's registration form, in case there has been a mix up and the child has been forgotten.

At all times two members of staff will supervise the child and offer them as much support and reassurance as is necessary.

Staff will not release the child to an unauthorised person unless an authorised person telephones to state that because of an emergency a different person will be collecting the child. The authorized person should give the name and address and a physical description of the person collecting the child so that the person in charge can check this before allowing the child to leave. The person collecting the child and the setting manager /deputy should be given a password to use for additional security when collecting the child.

If after 30 minutes the child has still not been collected then the person in charge will ring the Social Services Assessment Team or if it is after office hours the Emergency Duty Team for advice.

In the event of the Social Services being called, and responsibility for the child being passed to a child protection agency, the person in charge will attempt to leave a telephone message with the parent/carer's answerphone, reassuring them of their child's safety, and giving them a contact number to enable them to ascertain their child's whereabouts.

In the event of Social Services advising that we should involve the police, we will work closely with the police, to enable them to resolve the situation.

Under no circumstances will a child be taken to the home of a member of staff, or away from our setting unless absolutely necessary, in the course of waiting for them to be collected at the end of the session.

The child will remain in our care until they are collected by the parent, carer, designated adult, or alternatively placed in the care of Social Services.

Incidents of late collection will be recorded and discussed with the parents/carers at the earliest opportunity. Parents/carers will be informed that persistent late collection may result in the loss of their child's place.

Children not collected on time at the end of their session will carry an additional fee of £5 for every 15 minutes they remain in the setting after their collection time.

Agreed on .....

Reviewed on .....

