



Preschool and Daycare

<http://www.buildingblockspreschool.co.uk>

'Where Play is a learning experience'



Building Blocks preschool and daycare Ltd: Non Collection of Children Policy

We will not allow children to be collected by a non authorized person at any time.

Before the children start at Building Blocks Preschool , we will collect the following information from the parent/carer and this information will be recorded in the children's personal information folder and will be kept in a locked cupboard in the setting at all times.

- Home address and telephone number – and an emergency contact number for a neighbour or close relative,
- Place of work, address and telephone number,
- Mobile phone number,
- Names, addresses and telephone numbers and signatures of adults who are authorized by the parent/carer to collect their child from the setting,
- Information about any person who does not have legal access to the child (this may require additional documentation to support this),
- Who has parental responsibility for the child.
- If parent/carer is not at home or in their usual place of work during the setting's opening hours, this will be recorded in a separate book and an alternative name, address, and contact details will be taken from the parent.

We will inform the parents before their child starts preschool about the procedure that will be carried out if they are not able to collect their child as planned, and will ensure that parents have the setting's telephone number at hand at all times.

If a child is not collected at the end of the session;

- The manager will contact the parent/carer place of work or home,

- Checking alternative documented persons to collect the child (the child will not leave with anyone other than those named, this includes any members of staff)
- Staff will record the time and all attempts to contact the parent/carer and any subsequent conversations, on a 'non collection of child' form located in the Safeguarding file.
- if the parent/carer cannot be contacted after another 10 minutes (a total of 30 minutes) and all emergency numbers on file have been telephoned , staff will telephone Surrey's Contact Centre as detailed in The Safeguarding Policy
- If necessary the Emergency duty team at Surrey social services will be contacted
- Two members of staff will remain with the child until the situation is resolved and the child has been collected.
- The manager and directors of Building Blocks will be informed
- A full written report of the incident will be recorded and filed; OFSTED will be made aware when social services are contacted.

The late collection charge after the first ten minutes is recorded in Building Blocks preschool and daycare prospectus, however the parent/ carer will be charged an additional cost for the hours worked by our staff, depending on how long it took for the child to be collected.