### STICKY FISH PRESCHOOL

### LATE COLLECTION OF CHILD PROCEDURE

All children **MUST** be collected at 12 (12.30pm if staying for lunch), or at 3pm if using the extended hours. If parents are not able to collect their child as planned, they must inform us IMMEDIATELY by calling us on 0117 958 4075 so that we are able to put into action back-up procedures and so that the child is caused as little distress as possible.

Staff must check all messages, text and , email for possible explanations.

In the event of a child not being collected at the above times, then the following procedure will be adhered to after approximately 15 minutes:

1. Staff will attempt to make contact with the parent/carer.
2. All contact numbers are kept in the registration folder (including work numbers, mobile phone numbers and emergency contact numbers). We agree with parents how we will verify the identity of the person who is to collect their child.
3. The emergency telephone number given by the parent at registration will be called.
4. All reasonable attempts will be made to contact the parents or nominated carers.
5. After 45 minutes of being able to make no contact with a parent/carer, then staff will inform Social Services of the situation.

6 The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker.

7 In the case of involving a social worker, Social Care will make contact with the parent/carer and Ofsted may be informed. A full report of the incident will be recorded in the child’s file.

8 Depending on circumstances, we reserve the right to charge parents for the additional time worked by our staff (eg 12 until 12.30pm for two members of staff is £10)

Date agreed: June 2024 Review date: June 2025

Signed: E. Tomlinson Position: Manager