



RAINBOW PRE-SCHOOL

Established 1979

Registered Charity No: 1026005

BAPTIST CHURCH HALL

2 Dukes Avenue, Muswell Hill, London N10 2PT

Telephone 020 8883 4010 (9am-4pm)

Late collection & non-collection of children policy

Policy statement

We have morning, afternoon and all-day sessions. Parents are able to collect their child from the preschool flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the morning session, we expect children to be collected no later than 12:15pm, and afternoon or all-day session no later than 3:45pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

Late collection procedures

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the preschool as soon as possible to advise of their situation and expected time of arrival.
- Asking an authorised adult to collect their child wherever possible.
- Agreeing a one-time password with the preschool in advance to be used by anyone who will be collecting, who is not yet known to the preschool staff team (includes those already listed as authorised adults on the registration form).
- Informing the preschool of this person's identity so we can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation.

If there are recurring incidents of late collection, a meeting is arranged with the parents to agree a plan to improve time-keeping and identify any further support that may be required.

Non-collection procedures

If a child has not been collected from the preschool after 15 minutes has been allowed for lateness, we initiate the following procedure:

- The preschool manager will be informed that a child has not been collected.
- The preschool manager will check messages to ensure the parents have not sent communication about any changes to normal routines. If there is no record of communication, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work.
- If this fails the preschool manager will try the emergency contacts shown on the child's records. Where possible, we request two or more emergency contact numbers for each child.

- The preschool manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, we will make any necessary plans to ensure we are still meeting the required staff ratios.
- All reasonable attempts will be made to contact the parents or known carers.
- In the event of no contact being made with either the parents or another known carer after one hour has lapsed, the preschool manager will contact the local authority children's social services team on **0208 489 4470** (Mon – Fri, 8:45am – 4:45pm) or the out of hours duty officer on **0208 489 0000**.
- We will inform Ofsted on 0300 123 1231 as soon as possible.
- The child stays at the preschool in the care of two of our fully-vetted workers, one of whom will be our manager or deputy manager until suitable arrangements for the collection of the child have been made.
- The child's welfare and needs will be met at all times and to minimise distress, staff will distract, comfort and reassure the child during the process.
- Depending on circumstances, we reserve the right to charge parents for any additional hours worked.