

6- Arrival and Collection

Arrival

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early, we may not be ready to care for your child. Although we are open from 8am, children **need to booked in from this time** so we ensure we have the right amount of staff present. We must have at least 2 qualified members of staff in the setting before we can take children. If you are late arriving, a quick text would be helpful. Please discuss with us if you need to change your contracted hours.

Collection

We will only release your child to adults who have permission to collect him/her. We will therefore need you to fill in the child collection part on the enrolment form stating their name, a brief description of them and what your child calls them. You will be given a security number that you can share with the person collecting. On the day of collection please inform us who is collecting, so we are aware who is picking up your child.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way.

Procedure

If a child is not collected at the end of the contracted hours, we use the following procedures:

1. Parents will be contacted at home, work or by mobile.
2. If no contact can be made, alternatives adults as previously discussed will be contacted.
3. If after reasonable attempts nobody can be contacted, the child will stay on our premises until a time no later than 4.30pm or 1.30pm (Fridays). If we still have no contact from parents/carers we will contact the Access and Referral team at Social Services and Ofsted will be informed.
4. A full written report of the incident will be recorded and signed by both the parents and ourselves.
5. We reserve the right to charge parents for the additional hours.

This policy was reviewed on	
Signed on behalf of the preschool	
Date for review	