

## **The Non-Collection of Children Policy**

### **Statement of intent.**

In the event that a child is not collected by an authorised adult at the end of a pre-school/ session/day, Milkshake Montessori School puts into practise agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known by the child.

We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

### **Procedures**

1. Parents of children starting at Milkshake Montessori are asked to provide specific information which is recorded on our registration forms, including:
  - Home address and telephone number- if the parents don't have a telephone, an alternative number must be given, perhaps a neighbours.
  - Place of work, address and telephone number (if applicable)
  - Mobile telephone number (if applicable)
  - Names, address, telephone numbers and signatures of at least two adults who are authorised by the parents to collect their child from pre-school, for example, a childminder or grandparent.
  - And information about any person who has or has no legal access to the child.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted either in the communications book or written in an email to the school.
3. On occasions when parents or the persons normally authorised to collect the child, they should record the name, address and telephone number of the person who will be collecting their child by letter, communications book, or written in an email. We agree with parents how the identification of the person who is to collect their child will be verified, usually through a password.
4. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We inform parents that in the event that their children are not collected from pre-school by an authorised adult and the staff can no longer supervise the child in our premises, we apply our procedures as detailed below.
5. If a child is not collected at the end of the session/day, we employ the following procedures:
  - The Communications Book/ emails are checked for any information about changed to the normal collection routines;

- If this is unsuccessful, the adults who are authorised by the parents to collect their child from our Nursery- and those whose telephone numbers are recorded on the Registration Form are contacted. Calls will be made 10 minutes of the nursery closing/child's usual session ending.
- All reasonable attempts are made to contact the parents/carers, for example, a neighbour is contacted.
- The child stays at Milkshake Montessori in the care of two fully-vetted workers until the child is safely collected.
- The child does not leave the premises with anyone other than those named on the registration form/ communication book/ or as stated in the email.
- If no-one collects the child after a fifteen minute period and the setting has been unable to contact either the parents or designated emergency contact personnel, then the person in charge of the setting will have no alternative but to contact the local authority Social Services department to advise them that the child has not been collected – Telephone number SPA (Single point of contact) – 0208 891 7969. SPA Out of hours: 0208744 2442.
- Consideration may also be given to contacting the police. A full written report of the incident is recorded.
- We will inform OFSTED (telephone number: 0300 123 1231) of this significant event within 24 hours.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.