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**Arrivals, Collection and Non collection of Child Policy**

Bracebridge Heath Preschool & Nursery will ensure that all children are received in a warm, friendly and welcoming environment. Staff will ensure that all children depart from the preschool safely and with a nominated parent/carer. Access to the preschool & Nursery is via the front door, we do have lobby where parents and visitors can access, then ring a bell on the front deck or attention.

Doors open for the preschool & Nursery at 9.00am. 12.00 For arrivals and departures from the morning session then 3.00pm for the end of the afternoon session. Monday–Friday. Children who stay with us after 3.00pm are supervised by staff in play activities.

Upon Arrival:

* Familiar staff will greet the children and parents/carers at the main door to help take the children to their respective rooms (nursery or preschool)
* An accurate record/register will be kept of all children’s attendance, for arrivals and departures.

Procedures for Collecting Children:

Parents/carers of children starting at preschool are asked to provide specific information of persons who will be collecting their child in addition to themselves. This is called the ‘pick up permission’ form. This includes their address, phone numbers and a unique pass word.

On occasions when parents or a child’s nominated person is unable to collect a child. Then parents must inform the manager/deputy who they will be sending, together with the person’s name, relationship to the family, description of the person and where possible their date of birth. This person must make themselves known to the manager/deputy before collection of the child.

At collection time staff bring the children out to meet their person collecting them, so we can ensure a safe and correct handover. Any person not known to the preschool staff arriving to collect a child will be politely asked who they are collecting. We will then ask them to wait while we contact their parents/carer or other or clarification. If the person acts in a suspicious or hostile manor will be asked to leave. We will not hesitate to call the police if a person enters preschool who claims they have permission to collect a child and the circumstances are suspicious This also applies to any person arriving under the influence of excessive alcohol or suspected to be affected by drugs/banned substances.

**The non-collection of a child**

In the event of a child not being collected from preschool or nursery by an authorised adult, staff will ensure the child is reassured and cared for to limit any distress. If this occurs at the end of the day there will always be 2 members of staff to stay with the child whist a staff member makes phone calls to nominated persons. Or in an instant where a parent/carer has telephone to let us know they have been unavoidable delayed.

If staff are unable to make contact with any adult from the authorised collection form and the child’s parent/carer has not contacted the preschool to inform staff of a delay in collection of their child, then the person in charge will contact the Lincolnshire safeguarding partnership help line.

In the event of an incident of the non collection of a child a full written report will be made.

The preschool reserves the right to charge parents/carers for additional hours worked by staff for caring for their child. We will charge a £10.00 late collection fee if a child is not collected after their registered time with us. Then £5.00 per 5 minutes after the stated time. E.g 12.00pm, 3.00pm or 5.00pm. Unless there is a valid reason.

This policy has been adopted by Bracebridge Heath Preschool

Signed on behalf of the setting by:

Joanna Swain………………………Chairperson/other

……………………Carol Lynn………………Manager

Date: September 2022

Review Date-