

Hind Leys Pre-School & Natural Play Centre

Policy on Failure to Collect a Child

It is the responsibility of Hind Leys Pre-School to ensure that each child is collected by an authorised carer. It is essential that all parents provide an adequate up-to-date list (including telephone numbers) of nominated people to contact, in case of emergency. This policy is to be reviewed annually or when the need arises.

If a situation occurs where no authorised carer arrives to collect a child within a reasonable time at the end of a session, the following procedure must be followed:

- 1) Two members of staff will wait at Pre-School with the child whilst collection is being arranged, and will continually reassure the child.
- 2) Staff will telephone all the numbers provided by the parent(s) to try and arrange for the collection of the child. In case of difficulty, staff will continue to try the telephone numbers provided until contact is made, until one hour after the end of the Pre-School session.
- 3) If staff have been unable to contact a parent/nominated person after this period of time, the Leader will telephone Social Services:

Duty Social Worker
Social Services
Pennine House
Loughborough

(01509) 266641

First Response – Child Protection Agency 01163050005

- 4) The Manager will then follow the directions given by Social Services to ensure the well-being of the child.