

Arrival and Collection Policy including uncollected child

Daily registration system

Children and staff are logged on a daily register. This logs the time they arrived and departed from the preschool. Parents are responsible for their child until a member of staff has acknowledged handover. These are then stored securely at the end of the session in the appropriate filing cabinet. These will be kept for seven years.



Child absence

If your child will be absent for any reason, please notify us by text or email before the start of the missed day. We will follow up any unexplained absence by lunchtime and ensure we obtain a reasonable explanation.

Checking identity-

If a child is to be collected by a person (designated adult) who we have not met before, we ask that parents provide a password.

If we cannot verify a person, or have any reason to believe they are not who they say they are we will NOT allow them entry to the setting.

We will NEVER allow a child to leave the premises unsupervised

We will not allow any person under the age of sixteen to collect a child from the preschool. If we believe a person is younger we may ask for ID to verify their age.

Uncollected child

If an adult is more than 5 minutes late in collecting their child, the Manager will call the parent using all emergency contact details held on file. Messages will be left requesting a prompt reply.

The child will be supervised by at least 2 members of staff, who will offer as much support and reassurance as possible. If, after repeated attempts, no contact is made with the parent/carer and 15 minutes has elapsed, the Managers will call First response for advice. In the event of First response being called and responsibility for the child being passed to them, the Managers will again attempt to contact the parent and will leave a message. Furthermore, a note will be left on the door of the premises informing the parent/carer what has happened. The note will reassure them of their child's safety and instruct them to contact First response.

Under no circumstances will a child be taken home by a member of staff. The child will remain in the care of the preschool until they are collected by the parent/carer/designated adult or placed in the care of First response.