



Non-collection of child procedure

If a child is not collected at the end of a session and no telephone call has been received by a parent or emergency contact the following action will be taken:-

- We will wait a short time as we accept that sometimes parents/carers are delayed and will arrive.
- We will telephone home/work/mobile numbers for both parents on the child's registration form
- If no contact is made we will then telephone the emergency contacts on the child's registration form.
- At least two staff will remain at the pre-school with the child, reassuring and talking calmly to them. A drink/snack will be offered if necessary.
- **After 30 minutes we are obliged to telephone the Duty Officer at Children's Social Services for advice.**
 - Front door: 03000 411111
 - Out of hours number: 03000 419191

This policy was reviewed on 7 April 2022 and will be reviewed annually or sooner if required

Signed on behalf of the pre-school A Bridges
Chairperson of Kingsdown Pre-school Committee