



## Failure to Collect Policy

### Dropping Off

When dropping your child, please escort them into preschool and ensure they are settled on an activity before you leave. Please inform your Key Worker if there are any issues you need to discuss, for example, your child hasn't slept well, you have administered medicine, if you have arranged someone else to collect them, etc.

### Collection

We will only release a child from the Tithe Barn Preschool to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. If they are not known to us, it would be helpful to include a description or a photograph for us to keep on file.

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child, but who is able to give the password. Please discuss this with us if you would like to use this system. This can be done over the phone, text or email.

Please could you also inform us if the person who is collecting changes throughout the day. It is important that you arrive at the end of preschool to collect your child. If you are delayed, for whatever reason, please contact us and let us know when you expect to arrive. We will reassure your child that you are on your way.

If we have not heard from you and you are very late (**15mins**) we will try to make contact with you. If we are unable to make contact then we will try the emergency contact numbers. During this time we will continue to safely look after your child.

We will continue to try the parents' contact numbers and emergency numbers, but after a reasonable time we will then call the **Children & Families Helpdesk on 01452 426868 (8am-5pm) or 01452 614194 (out of hours)**.

Written September 2016

Review September 2017

Signed: