



## Strawberry Hill Pre-School

### Collection Policy

Strawberry Hill Pre School provides morning and afternoon sessions with wrap-around lunch care available.

The session times are;  
Morning session 9-12  
Morning session with wraparound lunch care 9-1  
Afternoon session 12-3

#### Collection procedure

When children start at Strawberry Hill Pre School, parents are asked to fill in information about their child. Details are completed about the people who will be collecting their child. This information is then filed and used to identify the designated person(s). No children will be released from our care if staff are not informed of the person collecting the child.

If parents wish for someone who is not listed on the registration forms to collect, they must notify the nursery either by telephone or email prior to collection and provide the name of the person collecting and a password. The person collecting must be able to provide the password otherwise the child will not be released into their care.

In the event of a parent / carer failing to collect a child the procedure set out below will be followed:

- All contact numbers for parents/carers are repeatedly contacted and messages left
- Further emergency contact numbers are tried
- If in the event of a child not being collected and no contact has been established within **half an hour** of the end of the booked session time, the nursery is obliged to contact Single Point of Access (SPA) and report the child as 'uncollected'. During this time, we will continue to safely look after the child.

On no account must a child be taken by a person not known by the nursery.

If staff feel that the parent/carers collecting a child may be under the influence of either alcohol or drugs and the safety and well-being of the child may be compromised, the staff must inform the manager who will assess the situation. If it is felt that the parent/carers appears unable to take responsibility for the child, they will take appropriate action. This may include contacting another person on the emergency contact list/member of the family. If another designated person is not available, then SPA will be contacted.

Strawberry Hill Pre School has a clearly defined procedure, which is followed in the event of the relationship between a child's parents or guardians breaking down.

- Unless there is a court order, of which the school must have a copy, preventing one parent's contact to the child we are unable to legally deny access.
- Should a parent of concern ask to access their child, we will contact the first parent to come to school as soon as possible, explaining this procedure and asking the second parent to wait.



- If there is concern about violent or aggressive behaviour from either parent we will seek advice from the police and follow their recommendations.

If a parent/carer is late to collect their child, they will be asked to sign the late collection book. The person collecting the child is liable to a fine of £5 for each five minutes that they are late collecting the child from the end time of the session booked.

Reviewed March 2019

*All Staff have signed to say that they have read and understood this policy*