**LATE COLLECTION AND UNCOLLECTED CHILD POLICY AND PROCEDURE**

At Butterflies we expect all parents/carers to arrive at the agreed time to collect their child from the setting.

If you are going to be late collecting your child, for whatever reason, then we ask that you call us as soon as you are aware that this will be the case. When starting the setting we ask you to make your self aware of our phone number and email details.

We ask:

* You agree a password of emergency contact in advance.
* That you call us as soon as possible so we can prepare your child for your late arrival.
* If you know there could be a possibility of lateness, ask an emergency contact to be available just in case.
* Informing us who could be collecting so we can talk to your child about who may be collecting. This will help reduce distress.

At pick up:

* If the emergency contact is not known to the setting, we will ask for a description or picture. They must know the password. This is the parent’s responsibility.
* An emergency contact can be from age 16 years.

**PROCEDURE**

* We charge a late collection free of £2.00 per minute and if your child is collected late more than once then we will implement this, as 2 members of staff must stay behind to care for your child while we wait for you to collect them.
* 2 members of staff will remain with the child until they have been collected.
* Pre-school manager will be contacted.
* If your child is not collected within 5 minutes of the Pre-School session ending, without warning that you may be late, then we will attempt to contact you on the telephone numbers provided. These calls will be recorded in a full incident report.
* If we cannot get an answer, then we will proceed to try the emergency contact numbers. During this time, we will continue to keep your child safe and reassure them.
* We will check emails and blossom to ensure no swaps etc have been made.
* We will continue to try to contact you and all emergency carers.
* If after 2 hours, we have been unable to make contact then we will have no options but to contact the Local Authority Duty Social Worker and the local police.
* In the enrolment form we agree a safety password to be used by an adult collecting a child who we haven’t met before.
* The child’s welfare and needs remain our top priority in all circumstances. To minimise distress, we will distract comfort and reassure the child during the process.
* We will inform Ofsted at our earliest convenience.

**REVIEWED: 16/11/2023 LEANNE COLES BUTTERFLIES PRE-SCHOOL**