

# Hillside Pre-School and Early Learning Group

## Policies and Procedures

### Collection of Children and Lost Children Policy

We will do all in our power to look after and supervise children whilst in our care. It is, however, essential that children be collected promptly after each session.

#### Collection of Children

All parents must complete a registration form before their child starts at the Pre-school giving emergency contact telephone numbers, which must be kept up to date.

Parents must also complete an authorised collection form advising who is to collect the child after each session and inform us if there is to be any change in advance. In an emergency, a telephone call will be accepted.

**Updating information on the registration form:** it is essential that important information on the registration form be kept up to date.

Parents must inform the manager in writing immediately of any important changes to:-

- ⌚ Domestic arrangements which could affect collection of the child e.g. a Court Order in respect of the residence of the child or who the child is able to have contact with.
- ⌚ Parental responsibility agreement
- ⌚ Home/work/mobile telephone numbers.

These details need to be amended on the registration form and on the authorised collection form.

It is essential that children be collected promptly after each session. In the unlikely event that a parent is more than 30 minutes late, all contact telephone number will be tried. The child will stay on the premises, with the After School Club, whilst telephone numbers are continually tried. If the child was still present beyond 6pm then the Family Support and Advice Line (FSAL) would be contacted on 01305 228558.

The child will stay in the care of the member of staff unless advised otherwise by FSAL.

#### Lost Children Procedure

If a child goes missing whilst in our care, the premises and surrounding area will be thoroughly search immediately. If the child cannot be found at this point, then telephone calls will be made, first to the parents to see if the child has gone home and thereafter to the police if necessary.

Remaining children should be gathered together for a story (for example). Check that all adults know about the situation and also ascertain when the child was last seen.

A search party for the wider area would be organised using members of staff from both rooms; ensuring that remaining children are not alarmed and adequate staff are there to care for them. The child's normal route home would be checked.