

Failure to Collect Policy and Procedure

The safety and well-being of the children in my care is my top priority. To ensure clear communication and reliability, I will work closely with parents to agree upon and adhere to drop-off and collection times.

In the event that a child is not collected at the agreed time, the following procedure will be implemented:

1. 15 Minutes Late:

- I will attempt to contact the parents or guardians using the primary contact information provided.
- During this time, I will reassure the child, keeping them calm and comfortable.

2. No Response from Parents/Guardians:

- If I cannot reach the parents or guardians, I will contact the designated emergency contact to arrange for the child to be collected.

3. After 1 Hour:

- If the child remains uncollected and no contact has been made, I will make every effort to exhaust all avenues of communication.
- As a last resort, I will contact the police in accordance with standard childcare protocols to ensure the child's safety.

4. Notifying Ofsted:

- I will report the incident to Ofsted, as required by childcare regulations.

This policy ensures that all appropriate steps are taken to safeguard the child and maintain clear communication with parents and guardians.