



Non Collection / Collection Policy Frederic Street

We ensure that each child leaves the premises with an authorised adult. In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We will inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures for collection of children are:

1. Parents/carers may collect their child/children at anytime during the session up to our closing time for the session.
2. A member of staff will greet the parent / authorised adult.
3. Parents are asked to sign their child/children out in the register before leaving with their child including the time.
4. No child will be allowed to leave with anyone that is not listed by the parents on the admission form unless a separate letter of permission has been given and or a password received from the parent.
5. Children cannot be collected by anyone under the age of sixteen.

Procedures for non-collection of a child are:

1. Parents of children starting with Crazy 4 Kids are asked to provide specific information which is recorded on their Admission Form, including:
 - home address and telephone number
 - place of work, address and telephone number (if applicable);
 - telephone number which should be used to contact them in case of emergency whilst their child is attending Crazy 4 Kids
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the club in an emergency, for example a childminder or grandparent.
2. On occasions when parents are aware that they will not be at home or in their usual place of work, we ask that they inform us in writing how they may be contacted or give an alternative contact.

Dated: August 2018

Review Date: August 2019

Street Version 1



3. If parents or the persons normally authorised to collect the child are not able to collect the child, we ask that they inform us in writing of the name, address and telephone number of the person who will be collecting their child and also give a PASSWORD which should be given to staff before we will release the child. If we are in any doubt as to the identity of someone collecting a child we will telephone the parents to seek confirmation.

4. Parents are informed that if they are not able to collect their child as planned, they must inform us so that we can begin to put alternative arrangements in place if the setting is about to close.

Parents can contact the Nursery direct on: 020 8521 5274

5. If a child is not collected at the end of the session and we have not had any communication from the parents/carers, we will follow the following procedures:

- Check for any information about changes to the normal collection routines
- Contact adults who are authorised by the parents to collect their child from the Nursery and whose telephone numbers are recorded on the Admission Form
- If the child has not been collected by closing and staff are no longer available to care for the child, we will contact the police, M.A.S.H (020 8496 2310) and Ofsted (0300 123 1231)
- a full written report of the incident will be recorded and stored in the child's file

* It is the responsibility of the child's parent / main carer to ensure that Crazy 4 Kids have current and up to date contact details whilst the child/children are in our care*

Depending on circumstances, we reserve the right to charge parents £15.00 for the first 15 minutes they are late and £5 for every 5 minutes thereafter to cover the additional hours worked by our staff and / or amendment to ratios.

JULIE NORRIS

REGISTERED PROVIDER

Dated: August 2018

Review Date: August 2019

Street Version 1