



Brenchley Pre-School Limited

Collection including Late or non-collection

Brenchley Preschool core hours are 8:45am until 3:45pm

Morning sessions are 8:45am until 11:45am

Lunch club 11:45am until 12:45pm

Afternoon sessions are 12:45pm until 3:45pm

We also offer a breakfast and twilight service outside of these hours with Breakfast club from 7:30am and Twilight club concluding at 6pm.

Our collection procedures

We ask that Parents/carers completed the Children's Profiles with details about who is authorised to collect the children and we encourage setting up a Password system so that we have an added layer of security.

If Parents/Carers have a change of plans regarding who is to collect their child on a particular day or if they are running late due to circumstances then we ask that they contact the preschool as soon as possible. A follow up email would be appreciated so that we have it in writing too although we do understand that in some circumstances this would be difficult

If someone else will be collecting the child then we will ask for a range of details including name, description and ask that the password is given on collection

We will also ask for details as to how the child refers to the person collecting so that we can let the child know who will be collecting them

Non-collection:

If a child has not been collected from the preschool after a reasonable amount of time and no contact has been made by the parents/carers (15mins) then the following procedure will be initiated:

- The Manager will be informed
- The Manager and Staff members will check information including emails to see if anything has come through or if we are aware of any changes to the normal routine
- We will attempt to contact the Parents/Carers in turn through the telephone numbers provided such as home, mobile and work numbers, as well as an email to initiate contact
- If no contact is made with the parents/carers then we will go through the emergency contacts and authorised collections to see if we can initiate contact that way
- There will always be two members of staff on site at all times with the child until they are collected and the child will be reassured throughout this time so they remain as unaware of the situation as possible
- We will continue on the cycle of contacting Parents/Carers, emergency contact and authorised collectors until contact is made
- If there is still no contact after an hour then the Person in Charge will ring the local authority children's social services emergency duty team
- The Preschool will inform OFSTED

- **Integrated Children's Services/ Children's Social Work Services**
 - o Front Door: 03000 411 111
 - o Out of Hours Number: 03000 419 191
 - o Ofsted 0300 123 4666

This Policy was reviewed at a Management Meeting held on Friday 1st September 2023



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Mrs Victoria Relle - Chairman of Brenchley Pre-School Limited