**Collection/non collection of children**

Children will **not** be allowed off the premises without prior permission of their parent or primary carer with a member of staff. The primary carer has to give us a password if the person collecting your child is unknown to us and the other carer must quote this before we release the child.

In the case of marital or custody disputes, unless there is a court order of which this setting has knowledge, we do **not** have a right to prevent a child leaving with either parent if the couple are married, or with a partner who has parental rights. However, should we be unable to prevent this happening, it is important that we alert the person who normally collects the child.Should a parent/carer come to collect the child and we suspect that they may be under the influence of drugs or alcohol, we will endeavour to detain the person and contact another carer, for example the other parent or emergency contact number to ask them to come and escort the adult and the child home. We may also contact the Children Services Duty Desk for advice and support.

If we are unable to detain that person we will alert the police if a vehicle is in question. We have regard to and remember that the welfare of the child is paramount, but also that staff and colleagues/family should not put themselves at risk.

Should a child fail to be collected, we will phone the alternative/emergency contacts. If still no response, we will contact the Children Services Duty Desk for further advice and support.

We keep the phone number of the local police to hand or in the register, together with the following number of the Children Services Duty Desk.

**Children Services Duty Desk Tel: 01635 503090**

In the event that a child is not collected by an authorised adult at the end of a pre-school session/day, the pre-school put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care to cause as little distress as possible.

We inform parents/carers of our procedure so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

**Procedure:**

* If a child is going to be collected late for any reason, we require a phone call from the person collecting so we can support the child to understand and not become distressed or upset.
* If we have not been informed that a child is being collected late, we will call after 15 minutes to ascertain what has happened and when the person collecting can be expected. We will try all available contacts on the child’s record, including the emergency contacts.
* If we are unable to contact anyone, we will call Children and young people’s services and advise them we have a child in our care who has not been collected and no one can be contacted. This happens when we have been unable to reach anyone, and 30 minutes have passed.

**To save any confusion and upset for the child it is advised you call us on 0163545879 as soon as possible.**

**There will be a late charge of £5 per 15 minutes.**