



## **Collection of Children policy and procedure**

### **Statement of intent**

All children should be collected by their parent or an identified carer. We appreciate there are times when parents are unavoidably delayed, and we will do our best to accommodate these situations. It is the policy of the Pre-School that all children leave the Pre-School with an approved parent or carer.

We aim to ensure that Little Acorns has procedures to follow for routine collection of children or if a child is not collected at the agreed time.

We aim to give parents and carers confidence that the Pre-School has clear procedures to ensure the safety of the children in its care.

We aim to ensure that a child's welfare is the number one priority when following these procedures.

### **Procedure for the collection of children**

1. Answering the door: The door must only be answered by a permanent member of staff at the Pre-School. The person answering the door must identify the visitor. If the visitor is not known the safety chain must be kept on whilst identification is sought, i.e. name, reason for visit, name of the person the visitor is here to see, identification card. Before granting the visitor access, check with an authorised person. Access must never be granted to anyone who is unknown.
2. All visitors to the Pre-School must sign the visitor's book on arrival, stating the date, time of arrival and reason for visit. The time of departure must be recorded in the visitor's book on departure.
3. Authorised collectors: Each child must have at least two authorised collectors. Parents are required to provide photographs or introduce each authorised person together with work, home and mobile telephone numbers.

Every term parents/carers will be sent a letter:

- To remind parents that no unauthorised person may collect a child.
- To request confirmation of authorised collectors
- To ensure all current contact details are relevant and correct; or to advise of any changes to contacts or details.



Persons prohibited from collecting a child: If a different person calls to collect a child, and the parents have not informed the Pre-School of this, then the parent's permission must be obtained before handing over the child.

4. All staff should be aware that some children are not permitted to come into contact with members of their own family. In such circumstances, names of the family members with whom the child is forbidden contact with will be kept in the child's personal file. If both parents have legal responsibility for the child, one parent cannot forbid the other parent from collecting the child from the setting.
5. If any of these family members should call at the Pre-School, they must not be granted access and an authorised person must deal with the situation and ensure no contact is permitted. The child's primary carer must be informed of the incident immediately after.

### **Procedure for non-collection of a child**

At Little Acorns we understand that occasional lateness cannot be avoided. However, if late collection persists, times will be recorded in the child's individual file. A charge may be incurred if Pre-School staff have worked after their designated finishing time. This will be charged at a rate of £20.00 to cover staff pay.

If 15 minutes have elapsed from the child's agreed collection time the following procedure will be instigated:

- a) Check with all staff and on the board in the office to ensure no details have been recorded regarding the collection of the child. All staff working in the setting that day will be questioned regarding any information that may have been passed on from the child's parent.
- b) Reassure the child that collection will take place, and ensure their welfare is maintained at all times. Children will be kept occupied by a member of the Pre-School staff and continually reassured.
- c) Contact the parent or carer due to collect the child.
- d) If contact cannot be made, attempt to contact the first emergency contact. This information can be found on the child's registration form.



- e) If contact is achieved, then instructions on the collection point will be given and an emergency password will be provided by the collector if they are not known to staff.
- f) When the emergency contact arrives at the premises, if the collector is not known to staff the emergency password will be requested in order to verify the identity of the collector. If this cannot be provided the child will not be released and an explanation will be given to the contact.
- g) The second emergency contact will be used if contact with the first emergency contact cannot be made or the incorrect password is given.
- h) If contact cannot be made with any of the named contacts on the child's records then messages will be left on land line and mobile telephone message services. The Pre-School contact number must be included in this message.
- i) If no message service is available for the parent, carer or emergency contacts then contact will be attempted every 15 minutes thereafter.
- j) All staff will be consulted to establish who can remain with the child and continue to attempt to make contact with the child's contacts. Two members of staff with DBS checks will remain in the setting at all times.
- k) If no one collects the child or no contact has been made after forty-five minutes the manager or deputy will phone the police on 03003333000.
- l) Details on how to proceed should be agreed between the Pre-School Manager or person in charge at the time and the police dealing with the situation.
- m) Manager or leader should make a note of the following details:
  - Time of contact call and name of persons dealing with the situation, and details of advice given and procedures to be followed.
  - Ofsted must be informed of any situation arising from non-collection of the child if outside agencies have been brought in to deal with the situation.
  - A full written report of the incident is recorded.

Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff. This will be charged at a rate of £20.00 per hour to cover staff pay.



This policy was adopted at a meeting of Little Acorns @ Our Lady& St Oswald's Pre School held on

(Date).....

Signed on behalf of management committee.....

Role of signatory.....

Reviewed.....