



Childcare at its best

## **THE COLLECTION AND NON-COLLECTION OF CHILDREN POLICY**

*At Greenacres 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 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. We recognise that from time to time a parent/carer will be unavoidably late to collect a child. In the event that a child is not collected by an authorised adult at the end of a session, we put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified member of staff who is known to the child.*

### **Procedures for collection of children**

- Parents/ carers of children starting the setting are asked to provide specific information which is recorded on our Registration Forms, including: home address, telephone numbers - (if the parents do not have a telephone, an alternative number must be given,) mobile telephone number (if applicable), names, telephone numbers of adults who are authorised by the parents to collect their child from the setting. Any information about any person who does not have legal access to the child will need to be provided.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, we ask that they inform us. If we are in doubt as to the identity of someone collecting a child we will telephone the parents/carers to seek confirmation.
- No child will be allowed to leave with anyone that is not listed by the parents/carers on the registration form unless the parent/carer have informed the setting giving details of the person who is authorised to collect their child and providing a password. Staff will ask for a password and where necessary identification from that person upon collection.
- No child will be handed over to anyone under the age of sixteen. If the member of staff is in any doubt to the person's age, identification will be sought.
- No child will be handed over to anyone deemed unfit, or under the influence of drugs and alcohol. The parents/carers will be advised to contact another person to collect their child or accompany them. If no one can be found we will apply our procedures set out in our non collection of children below. All incidents will be logged as part of our commitment to safeguarding children.
- All members of staff will ensure that no child leaves unaccompanied.

- In the result of a parent/carer failing to collect their child by the end of the session time, they will incur a late fee.
- In the event, of a parent/carer requesting that another parent/carer who has parental responsibility is not to collect the child. We will check current legislation, and act/advise the parent as appropriate, unless there is legal documentation.

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

If a child is not collected at the end of the session, we follow the following procedures:

- · We check for any information about changes to the normal collection routines;
- If no information is available, parents/carers are contacted at home or at work; All reasonable attempts are made to contact the parents/carers after 15 minutes.
- · If this is unsuccessful, the Emergency Contacts who are authorised by the parents to collect their child from Greenacres and whose telephone numbers are recorded on the Registration Form are contacted after 30 minutes have passed.
- The child does not leave the premises with anyone other than those named on the Registration Form with authorisation to collect or in a letter written to give special permission;
- · If no-one collects the child and reasonable attempts have been made to contact all persons on the form. We will make reasonable adaptations to care for the children, and will contact SPA/SPA Out of hours team after 1 hour has passed.
- The child will stay at the setting in the care of two members of staff until the child is safely collected by the parents/ carers, emergency contact or by a social care worker;
- Under no circumstances do staff take the child home with them;
- We may also inform, SPA, Ofsted, and our local Inclusion & improvement advisor (I&I)
- A full written report of the incident is recorded; and depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- In emergency situations where parents fail to collect a child and the emergency contact collects the child, we will inform the SPA team of the whereabouts of the child.