



1.2 Child Collection Policy

This policy was adopted at the meeting of Little Thetford Acorns Pre-school and Children's Club. Staff failure to comply with this policy may be considered serious enough to result in the induction of disciplinary procedures.

Date of adoption	November 2017
Reviewed	October 2019
Signed (on behalf of the management committee)	
Name of signatory	Kate Hilton
Role of signatory	Chair
This policy will be reviewed	Annually
Date of next review	October 2020

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Safeguarding and Welfare Requirement: Child Protection

Providers must have and implemented a policy, and procedures, to safeguard children.

Policy statement

We ensure that all children are looked after in a safe and caring environment, it is our priority and our 'duty of care' to ensure that children are safe at all times when in our care. We therefore ensure that we have procedures in place to ensure a safe and secure handover from our staff to a child's parents/carers or an authorised person at the end of the session or day.

In the event that a child is not collected by an authorised adult at the end of a session/day, we put into practice the agreed procedures detailed in policy 1.4 – Uncollected Child. These procedures ensure the child is cared for safely by experienced and qualified practitioners who is known to the child.

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

Procedures

- Parents and carers of children starting at the setting are asked to provide specific information which is recorded on our registration form, including –
 - Home address, telephone number and mobile number – if parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or close relative.
 - The Place of work of both parents, address and telephone number (if applicable).
 - Mobile phone number (if applicable).
 - At least 2 additional names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent. They must be aware of the required password to collect the children.
 - Information about any person who does not have legal access to the child.
 - Who has parental responsibility for the child.

- On occasions when parents are aware that they will not be at home or in their usual place of work, parents must advise how they can be contacted, which is recorded on their child's file, and must inform their Key Person or Manager. Staff members must be able to contact someone regarding a child at all times. This information will then be shared with all staff members and will be recorded in the office diary to ensure that all staff shift patterns are covered.
- On occasions when parents or persons normally authorised to collect the child are not able to collect the child and enough notice is given, they must provide us with the written details of the name, address and telephone number of the person who will be collecting their child and a password. These details must be recorded in our collection record book, which is kept in the office. Blank copies are within the lobby for easy access for parents to complete. If short notice is given, during the session time for example, then details are recorded in this collection book by a staff member and a password is given by the parent/carer over the phone. This will be communicated to all staff. The password is written within the diary in the office, which backs up the information within the collection record form.
- We agree with parents how the identification of the person who is to collect their child who has not been introduced to our staff members, will be verified. This is done with a one off password system whereby the parent will give us a password that the person collecting will write down or say to the Manager and Key Person upon collection.
- Parents are informed that if they are not able to collect their child as planned, they must inform us so that we can begin our back-up procedures. We provide parents with our contact telephone number so that they can contact us at all times.
- We also inform parents that in the event that their children are not collected from the setting by an authorised adult within the permitted timescale then the staff can no longer supervise the child on the premises. Staff will endeavour to contact parents and named contacts before this procedure is enforced. We will then apply our child protection procedures as set out in our Uncollected Child Policy. Any issues where someone other than a parent of the child has picked up late will result in the parents being informed of the situation.
- If a parent, carer or designated adult is more than 15 minutes late (or 5 minutes late if at the end of a session) in collecting their child the Manager is informed who will begin to try to contact an appropriate authorised adult.
- Late pick-up will result in a fee being charged – please see Parent Handbook for charges.

- If a child is not collected at the end of the session, we follow the following procedures:-
 - The collection book and the office diary are checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful staff members will then carry out the Uncollected Child Policy 1.12.
- Depending on the circumstances, we reserve the right to charge parents for the additional time worked by our staff. Charges will be found within the parent handbook or are available on request from the Setting Administrator.

Other useful Pre-school Learning Alliance publications:

- Safeguarding Children (2013)
- Working Together to Safeguard Children – March 2013 HM Government