

### **Child collection policy**

During the booking process, you will be asked to provide a memorable word/password. On arrival at the site, when collecting your child/children, you will be expected to reference this word. If this word is not referenced, your child/children will not be released. When the correct password is provided, a member of staff will collect the child/children from their group and release the child/children to you. If for any reason you are unable to collect your child and someone different is collecting, we will still ask for the password. Please make any person who is collecting your child aware of the password and make sure a staff member is informed beforehand. If the incorrect password is given, we will contact the primary emergency contact to confirm who should be picking up the child/children.

Parents of children starting at the setting are asked to provide the following specific information;

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbor or close relative.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparents.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

### **Late changes to collection routine**

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted (morning of drop off). On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents on how to verify the identity of the person who is to collect their child. Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

The child does not leave the premises with anyone other than those named on the booking form. If this changes for any reason, this must be confirmed in writing to the Senior Leader and/or Site Lead.

### **Walking home independently**

For some older children, it may be appropriate for them to walk home on their own after being dismissed from a session. If a parent/carer has planned for a child to walk home independently, this must be stated in writing either via email or on their booking form.

### **Uncollected child procedure**

In the event that a child is not collected by an authorised adult at the end of a session/day, we 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. The child will receive 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 inform parents that we apply our child protection procedures in the event that their children are not collected by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is **not collected** at the end of the session/day, we follow the procedures below:

1. The child's file is checked for any information about changes to the normal collection routines.
2. If no information is available, parents/carers are contacted at home or at work.
3. If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting - and whose telephone numbers are recorded on the booking form - will be contacted. All reasonable attempts are made to contact the parents or nominated carers.
4. If the parent/carer is successfully contacted and requests the child to walk home this must be confirmed in writing.
5. If the parent/carer and all recorded contacts on the booking form can not be reached, we will contact the local authority children's social care team: **02380 833336**
6. The child will stay at the setting in the care of a member of our Testlands team until the child is safely collected either by the parents or by a social care worker.
7. Social care will aim to find the parent or relative. If they are unable to do so, the child will become looked after by the local authority.

(Under no circumstances will staff go to look for the parent, nor do they take the child home with them. A full written report of the incident is recorded using the systems in place. Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff. Ofsted may be informed: **0300 123 1231**)

**Last reviewed:** August 2024

**Date of next review:** August 2025

Signed by: B. Stanley