



Policy reviewed on 15.03.17

### **Policy for Collection of Children.**

**Aim: To make sure children are only collected by an authorised adult.**

When parents fill out their registration form they will be asked to detail who will normally collect their child at the end of a session. Children will only be allowed to leave the out of school club with the people detailed on the form except for in the circumstances listed below.

If parents wish someone else to collect their child at the end of a session they will be asked to write the name of the person who will collect the child in our Collection of Children Book at the start of the session. If the person who is to collect the child is not known to the pre-school staff the parent is to give the staff and the person collecting the child a password. The child will only be released to person collecting the child if the correct password is given. If they cannot give the password the Parent will be phoned.

In an emergency or when a parent is held up and cannot collect their child at the end of a session they **should telephone The Exwick Ark** and give the details of a person who will collect the child or inform the Exwick Ark when they expect to arrive. A password must be given to both the person collecting the child and the pre-school staff if someone other than the named people on the child's registration form is to collect the child. The child will only be released if the password is given. The message will be passed on to the appropriate room so that they have correct information when the child is picked up. The name of the adult to collect will be written in the collection book.

### **Late / Uncollected Children**

If a child is not collected within 15 minutes of the end of a session the following will happen;

- Inform the manager;
  - Continue to reassure the child;
  - A minimum of two members of staff will remain on site until the child is collected;
  - Attempt to contact the child's parents/carers and any other named emergency contacts in the child's registration documents;
  - Never attempt to take the child home yourself or allow anyone else other than someone authorised by the parents/carers to collect the child;
- If the child is still not collected 1 hour after 6pm and none of the child's parents/carers or emergency contacts have been reached then;
- The police/Children's and Young People's Services must be contacted.
  - A report should be written up as soon as possible after the event and a copy sent to OFSTED with an action plan. The incident will be recorded in the Accident/Incident Book;

If your child is not collected by the time they are booked in until there will be a charge. Please see the Fee's policy for current charges.

### **Emergency contact numbers;**

Police: 08452777444

Children's and Young People's services; 01392 384444  
(9am-5pm Monday-Thursday, 9am-4pm Friday)

Other times Emergency Duty Team Tel. 0845 6000388

Signed: