

## Non - Collection and Collections Policy

This policy makes up part of the Arrivals and Departure policy and procedure.

If you are unable to collect your child/children at the normal time Bus Stop Pre-School asks that you contact the Management team on the contact number provided as soon as possible, so necessary arrangements can be made for example contacting a child's emergency contact to collect/asking a member of staff to stay later. Parents/carers will be charged a £10.00 late fee for late collections.

Bus Stop Pre-School Mobile: 07947 736355

If a child has not been collected and no message has been received regarding the collection of the child the Bus Stop Management team will try all contact numbers given on a child's Child Record form. As a last resort the Management team is required to inform children's social care.

### Collection of Children

All parents/carers must arrive to collect their child/children at the agreed collection time 4pm. Please see Parent/Carer Contract.

In the event that an unknown person will be collecting a child/children, parents/carers must inform staff members on the day or as soon as possible. Staff members must write 'Collection messages' on the register, on the day it relates to. Staff members to check any Collection messages before opening the Pre-School gate (Please also see Arrivals and Departure policy). During the induction process all parents/carers are asked not to email collection changes on the day, as the team is unable to read and or reply to emails during the day. Parents/carers are regularly reminded of this on the termly newsletter.

Bus Stop Pre-School operates a Password System for unknown persons collecting, see below:

- New/existing parents are given a blank piece of paper and envelope (See Induction Checklist).
- Parents/carers write a password.
- Parents/carers seal the envelope and return to Bus Stop team.
- Staff member stores the envelope with child's details until required.
- If an unknown person collects, the correct password must be given.
- Staff members open the envelope and check the password corresponds.
- If the password does not correspond, the child's parents/carers/emergency contact will be telephoned to collect the child.

Passwords must be kept confidential to the parent/carer and if a password is used, staff will provide the parent/carer with a new blank envelope and paper. If the Management team is not satisfied that the person collecting is there on the parents/carers behalf, parents will be contacted and asked to collect their child.

In the event that the Management team is unable to contact parents/carers or emergency contacts and are not happy to release a child to the unknown person collecting as a result of their behaviour, for example, aggression/frustration. The Management team will contact the police to undertake further inquiries and continue to telephone the child's parents/emergency contacts. The child will remain on the premises and the person collecting asked to wait outside until the situation is resolved.

Bus Stop Pre-School understand that they have no legal right to prevent a child being taken by their legal guardian, however will endeavour to protect a child to the best of their ability. On joining the setting all parents are asked to show their child's birth certificate as proof of legal guardianship of their child.

If parents/carers inform staff that an unknown family member/friend is dropping off and collecting a child, it is Bus Stop Pre-School's practice that the unknown person is introduced to two staff members who will be present when the child is collected to ensure the child is collected by the correct person.

If an unknown person arrives to collect a child and suggests that they can telephone the child's parent/carer for confirmation of who they are, the staff will telephone the child's parent/carer from the landline telephone on the numbers provided on the child's Child Record form. If we are not satisfied that the person collecting is there on the parents /carers behalf we will ask the parent to collect.

Within the Induction process parents/carers are given a Photo Collection Sheet to complete, which asks parents/carers to include the photograph of 4 people that have permission to collect their child. Staff members also use these photographs to check the identity of the person collecting.

Any person arriving to collect a child from Pre-School/Forest School play scheme must be aged sixteen or over, this is to ensure the safeguarding and health and safety of all children. In the event that an older sibling or young person arrives to collect and is under the age of sixteen, the Management team will contact the parent/carer to collect the child.

Bus Stop Pre-School asks that parents/carers contact the Management team by telephone if their child will be absent during their expected day, due to sickness or holidays. If a child does not arrive the Management team will contact the parent/carer to find out the reason why. Please see Induction Checklist.

This policy was adopted in September 2006, to be reviewed in annually.

This policy was reviewed in September 2024, to be reviewed in September 2025.

Signed by Owner: \_\_\_\_\_ Manager: \_\_\_\_\_