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COLLECTION AND LATE COLLECTION POLICY			

POLICY STATEMENT

Paradise Primary School has a duty under the Ofsted Day Care Standards to protect children and act in their best interests.

Paradise Primary School is responsible for the children while they are in their care – from the time that the children are signed in until they are signed out. Times of the day when children are delivered to and collected from school can be challenging for staff members, particularly when there are multiple children coming and/or going at the same time therefore relevant staff must carefully monitor the arrival and departure of children at these times.

SCOPE


This policy applies to the Primary Nominee, Approved Nominee, Accepted Nominees, educators, staff, students on placement, contractors, volunteers, parents/guardians, children and others attending the programs and activities of the school including during offsite excursions and activities, and any other individual involved in this organisation.

GOALS / What we are going to do

- Provide a safe and welcoming environment for all children and families
- Respect the primary role of families, their values and expectations whilst ensuring the
- care and protection of children
- Respond to the specific needs of children in the care of the setting
- Ensure the setting operates within the regulatory framework by maintaining accurate enrolment, attendance and authorisation records
- Ensure staff meet their duty of care obligations

The Primary Nominee will:

- Ensure appropriate authorisations are provided by families
- Ensure authorisation procedures are in place for excursions and other service events
- and a child is not taken outside the service premises on an excursion except with the
- written authorisation of a Parent/Guardian or Authorised Person.
- Ensure children's enrolment records are completed, signed and dated prior to attendance and remain up to date.
- Maintain an appropriate attendance record;
 - o The attendance policy is shown to each family upon enrolment.
 - o The attendance record is checked each day to ensure that all children are signed in and out.
 - o A written record of all visitors to the school is kept, including time of arrival and departure.
- Maintain practitioner-to-child ratios and ensure children are adequately supervised at all times children are in attendance at the school (including when children are collected late from the premises)
- Ensure procedures are in place and followed for the care of a child who has not been collected from the school on time (See Late collection of children section below).

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- Provide parents/Guardians with information regarding procedures for delivery and collection of children prior to their child's commencement at the school

This includes following a series of procedures in the event of a child not being collected at the end of a session.

The Parent/Guardian will:

- Ensure all sections of their child's enrolment records, including the Authorised Person section, are completed, signed and dated prior to attendance.
- Immediately notify the school of any changes to details of Authorised Persons on Enrolment Form.
- Notify the setting of any changes in the person collecting the child on a day to day basis and written authorisation.
- Should an unauthorised person be required to collect a child from the setting and written permission cannot be given before collection, notify the school via telephone and written authorisation is provided as soon as practicable.
- Ensure permission forms for trips/outings are signed, dated and returned to the setting prior to the event.
- Pay late collection fees in line with the schools Fees and Payment Policy.
- Actively supervise other children in their care, including siblings, while attending or assisting at the school.
- Follow all associated procedures contained within this policy.

DELIVERY OF CHILDREN PROCEDURE

Once the children have been handed over to staff the attendance record is completed with the delivery time noted. Once the Parent/Guardian leave the settings, the supervision of children on the premises becomes the responsibility of the staff members.

The Parent/Guardian will:

- Supervise their own child before signing them into the setting.
- Ensure educators are aware that their child has arrived.

The educators will:


- Welcome children and Parent/Guardian to the setting and support the child's transition into the setting as required.

COLLECTION OF CHILDREN PROCEDURE

A child can be collected from the setting by persons who are authorised in the enrolment record. Once the attendance book has been signed and the time of collection noted, the children's supervision is the responsibility of the Parents/Guardians even if they are still on the premises.

The Primary Nominee will:

- Inform families that children cannot be released into the care of an unauthorized person if parental permission has not been received in writing or via telephone.
- Take all reasonable steps to prevent the removal of a child from the setting by an Unauthorised Person, except in the case of a medical emergency. In the event of Unauthorised collection incident, the

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appropriate procedures will be enacted and the Parent/Guardians or Authorised Persons will be contacted.

The Parent/Guardian will:

- Collect their child on time.
- Alert the school if they are likely to be late collecting their child. A late collection fee may apply after 10 minutes.

Procedures to ensure the safe collection of children

Early years professionals have a duty of care not to endanger children at the service by knowingly placing them in a situation that could reasonably be expected to be dangerous, including releasing a child into the care of an inappropriate person. Where a staff member believes a Parent/Guardian or Authorised Person may not be able to safely care for the child, the following procedures must be followed:


- Consult with the Primary Nominee or the Approved Nominee, if possible.
- Advise the person collecting the child of their concerns and suggest contacting an alternative Authorised Person to collect the child. If the Primary Nominee or the Approved Nominee fears for the safety of the child, themselves or other staff member at any time, contact the police.
- A young person who is authorised to collect the child, such as a sibling, arrives to collect the child and does not seem sufficiently mature to safely care for the child:
 - ✓ Consult with the Primary Nominee or the Approved Nominee, if possible.
 - ✓ If practicable, the staff member advises the young person collecting the child of their concerns and contacts the Parent/Guardian/Authorised Person to discuss that concern and request that the child is collected by another authorised person.
 - ✓ Follow up with a discussion with the Parent/Guardian of the centre's concerns with regard to the young person being authorised to collect the child. If parents still wish to authorise that person, they will be required to send authorisation via telephone/email.

Late Collection

It is important that parents arrive at the contracted time to collect their child. Even young children learn our routine and know when their parents/carers are due. They can become distressed if you are late. We understand that sometimes delays are unavoidable, especially if you are relying on public transport or travelling during rush hour traffic. If you are delayed, for whatever reason, please contact the school and inform us when you expect to arrive. We will reassure your child that you are on your way and if necessary organise additional activities.

We take persistent lateness in collecting a child very seriously and in some extreme cases it can be considered as abandonment or neglect of the child. However, we do appreciate and understand that sometimes delays might be unavoidable.

- Anyone collecting their child 10 minutes after the session has finished (Class 1 3.25pm, Class 2 11.40 am, Reception 3.10pm) will be asked to sign the late collection book;
- Persistent late collection will be addressed by the Governing Body and a fee may be requested if the school has had to pay extra staff to look after your child due to this;

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- In the event of a child not being collected, the EY Manager or Deputy Manager will make every effort to contact the child's parent/s;
- If the parents or guardians are not available, then the school will try to get in touch with an alternative emergency contact, who is authorised by the child's parents to collect them on their behalf.

If an authorised adult is unable to collect their child, it is important that we are informed as soon as possible. All parents / carers collecting a child should be named on the child's contact form. We will only release a child from our care to adults who have permission to collect him / her and we will never let a child leave with somebody we have not been informed about by parents / carers.

In emergency cases when someone else comes to collect your child and the school has not been informed, the school will telephone the child's parents / carers who will either give permission to let them go or come and collect their child. We may ask for description of the individual(s) if we feel it necessary.

Parents/carers of children starting at Paradise Primary School are asked to provide specific information which is recorded on our Registration Form, including:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given;
- Mobile telephone number;
- E mail address;
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent;
- Who is child normally residing with;
- Information regarding any person who does not have legal access to the child;
- Emergency contact details.

Uncollected Child Procedure


In the event of a child not being collected at the correct time, the staff will follow the outline procedure below:

- Reassure the child at all times that Mum/Dad or whoever usually collects will be contacted soon;
- Ensure the child is with someone familiar e.g. Key person and kept occupied and distracted;
- Check with all staff if any messages have been received, in case a message has not been passed on;
- Phone the home/mobile telephone number of the parent/carer who would normally be collecting the child.

Phone answered

- If the parent/carer is there, inform them of the situation and ask them to come immediately. If appropriate, remind them of the time for collection and inform them that their child was waiting for them;
- Reassure the child that we are trying to make contact and update them with any outcome so far, not unnecessarily worrying them if there was a problem.

No answer

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- If there was no answer on the usual contact numbers, refer to the emergency contact number/details and explain the circumstances and if possible arrange collection;
- If no answer on these numbers, decide a period of time to wait in case there was a delay/accident en route, before trying the numbers again;
- Inform ALL members of staff within the building so everyone is aware of the situation and can assist if and where necessary;
- Key person (or familiar person from the setting) will remain with the child, doing all she/he can to reassure the child everything will soon be OK and they will be collected shortly;
- Try the telephone numbers again;
- Try emergency numbers again;
- If the child lives within close proximity and there are sufficient staff, it may be possible to visit the house to see if anyone is at home and this could rectify the situation;
- Minimum of 2 staff members to stay in the setting with the child while this is carried out.

If still no response from contact numbers and emergency contacts after attempting all options mentioned above, 30 minutes after the child should have been collected phone Duty and Advice for advice and next steps.