



## Collection of children policy

At Twiggs Lane Preschool if any children are going to be collected by anyone other than the parents/carers we ask that they inform us on the registration form that is completed before children attend.

Anyone collecting children other than the parents/carers must be over the age of 18 years, we will not release children to anyone under the age of 18.

If anyone under the age of 18 comes to collect children, they will be asked to bring an adult with them.

Anyone not on children's registration forms will be asked to provide a password before they can collect a child, parents/carers will be asked to inform the person of the password as well as the preschool.

Anyone collecting a child from Twiggs Lane Preschool who has been preauthorised by the parent/carer to collect will need to undertake the roles and responsibilities of a parent/carer at the end of the child's session. You will be given information on the child's day including the reporting of any accidents and incidents that you will be required to sign for on behalf of the parent/carer. We endeavour to only disclose the essential urgent information (for example accident and incident forms). Where possible always sensitivity and discretion will be applied. Parents/carers will also be informed via email or our family app.

### Uncollected child

If a child is not collected by an authorised adult at the end of a session/day, Twiggs Lane Preschool puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives high standard of care 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.

### Procedures

- Parents of children starting at Twiggs Lane Preschool are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number, including mobile numbers
  - Place of work, and telephone number for parents/carers
  - If parents are separated, we ask for both parents contact information
  - Names, addresses, telephone numbers of adults who are authorised by the parents/carers to collect their child from preschool. (Unless authorisation has been given, we are unable to let children leave with any unknown adult) should a situation become volatile with an unknown adult trying to collect, children will be secured in a safe place with appropriate staff and the police will be called.
- On occasions when parents/carers are aware they will not be at home or their usual place of work, they inform us, and we will make a note of how they can be contacted.



- We do ask that there is always someone available within a 20 minute distance to collect their child in case of illness or emergency, this can be a family member or friend as long as they are authorised for collection.
- If parents/carers or the agreed person are unable to collect and someone else will be collecting, we use a password system so that we can identify the adult using the password the parents/carers have agreed.
- We inform parents that we apply our safeguarding procedures in the event that their child is not collected from the setting 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 following procedure:
  - The child's file is checked for any information about changes to the normal collection routines
  - If no information is available, parents/carers are contacted at home or work
  - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the preschool and whose telephone numbers are recorded on the registration form are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers
  - The child does not leave the premises with anyone other than those named on the registration form or in their file.
  - The child stays at the setting in the care of two fully qualified staff one being either the manager or deputy until the child is safely collected either by the parents or an authorised adult.
  - Children's reception team would be contacted on 01329225379 if necessary.
- A full written report of the incident is recorded and kept in the safeguarding file.
- Depending on the circumstances, we reserve the right to charge parents/carers for the additional hours worked by our staff.

**Procedure to follow if a parent from a family with alternative parenting arrangements attempts to visit or collect their child without written consent or prior notice given.**

Manager/deputy will speak with the parent who is requesting access to their child in an area away from the setting and child, however in full view of other staff, or if necessary, another staff member will be present.

The child may be removed from the setting into another area by a member of staff if required.

Manager/deputy will endeavour to rectify the situation and if required will contact relevant party to obtain advice to decide which steps to follow.

When all attempts have been made to resolve the situation have failed, and the parent becomes abusive or refuses to leave the setting when asked to do so, the police will be contacted without fail. In some cases, we may have in place individual procedures for children with alternative parenting arrangements.

Review date: July 2026

Signed Manager: *R Copland*