

The Greenfield Centre, Park Ave, Winterbourne, BS36 1NJ

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**1.3 – Collecting of and uncollected Children Policy**

**Policy Statement:**

To ensure the overall safety of the children in our care, we will only release a child from our care with a ‘known’ person. This is someone that has been included on the enrolment paperwork for that child, and also a person who knows the password. We never release a child if for any reason we believe the carer to be unsuitable to provide for the childs needs.

We are passionate about the collection of children, ensuring that good communication is provided between practitioner and guardians. Ensuring the child leaves the premises with their belongings and a good handover about their day is what helps with strong partnerships and relationships.

**Definitions:**

Collected Child – A child that has been collected at the correct time (end of their session) and has left the Centre with a known person and that person is able to continue caring for that child.

Uncollected Child – A child that is still present at the setting after that childs session has finished.

**Centre Specifics:**

As a Centre we are enrolling children throughout the year, the guardian(s) complete a registration pack and carry out settling in visits to ensure a smooth transition into the Centre. Within this enrolment pack we ask for certain information that includes details regarding the persons who will be collecting that child, we then ask for the emergency contacts if we’re unable to contact the parents. Using this information is what helps the Centre maintain a partnership with the childs family, we’re able to contact if and when needed throughout the day and keep parents informed of anything regarding their child.

Within the enrolment paperwork, there is an area that requires a password, this is a safety measure which enables the Centre to have a plan for when there are emergency collections. If a family is unable to collect their child from the setting for any reason, they may send a friend or relative that hasn’t been to the setting previously. If this is the case then we simply encourage parents to inform us in advance, give a description and inform the person collecting of the same password we have. If we weren’t made aware in advance and a person arrived with the correct password, we would still contact the parent as a security measure.

**Winterbourne Early Years Centre Procedures:**

**Uncollected Child -**

If a child is not collected at their expected collection time (end of session), we check the emails and phones for any messages we may have missed.

Families are given 10 minutes as a grace period as traffic and collecting siblings can cause delays. We then begin to contact the parents using the home, mobile or work numbers given within the enrolment paperwork. If this is unsuccessful, we will then start contacting the emergency contacts, again these are stated within the enrolment paperwork.

We then begin this procedure again, after 30 minutes of no contact and the child is still within the Centre then it’s important that the Centre manager is informed. If the manager is not onsite then contact the manager using the contact list for staff. The manager will advise on the next steps, this will be informing the Local Authority Designated Officer (LADO), Tel: 01454 868508. Contacting LADO is for further guidance and support on the situation, it’s important to be professional and compassionate as we’re not aware of the current family circumstances behind the delay.

If LADO is contacted, the next person to inform will be the Centres Chair Person: Alice Warren

It’s important to inform the Chair Person if any contact with LADO is ever made under any circumstance.

It is **NOT** in our policy to leave the premises at any time whilst waiting for the child to be collected, we will not go to the address stated on the childs enrolment paperwork and will use no other forms of communication other than the telephone.

The child will continue to receive care until the matter is resolved, this including their personal care needs being met (providing additional food and drink if needed).

**Collected Child –**

No persons under the age of 18 are able to collect. If the person due to collect the child appears to be intoxicated, or under the influence of drugs, and staff feel that the individual is unfit to take responsibility for the child, staff reserve the right to determine whether or not to release the child. Staff will always try their best to resolve matters with parents away from the presence of the children, the main office is where staff are to discuss matters with parents and carers.

In the circumstance that a child isn’t released due to unfit persons collecting, staff will then use the contact information on the childs enrolment paperwork to resolve the matter, ensuring the child is collected safely. If the person collecting isn’t cooperating and staff feel that the situation isn’t something that they’re able to resolve in a safe and professional manner then the police should be informed.

**Confidentiality and sharing of information –** Winterbourne Early Years Centre appreciate that there will be on occasion extreme circumstances that interfere with the collecting of children. We are compassionate and aim to work with our families in a caring and professional manner. We encourage families to approach us and discuss matters with us that provide families with as much support as possible. We appreciate some persons may feel apprehensive due to what the family is going through, this is where our knowledge and respect of confidentiality needs to be imbedded across the families within our centre.

Whatever is discussed between staff and families is confidential, staff know that parental matters are not to be shared in terms of ‘gossiping’ and we respect that everyone is intitled to their own feelings and opinions, staff are here to support not to judge.

More information can be found in our Confidentiality policy regarding what information we have and how we store/record information.

This Policy was adopted by: Winterbourne Early Years Centre

On: 12/02/2020

Date to be Reviewed: 12/02/2021

Signed on behalf of the provider:

Name of signatory: Lisa O’Sullivan

Role of signatory: Centre Manager