



Colquhoun Park Early Years Centre
Drop off, Collections & Non-Collections Policy

The aim of Colquhoun Park Early Years Centre is to always ensure the safe drop off and collection of children within our care.

Statement of intent

If a child is not collected by an authorised adult at the end of a session, agreed procedures will be put into practice. These procedures ensure a child is cared for safely, by an experienced and qualified practitioner who is known to them.

Drop off

It is the parent/carers responsibility at the point of drop off to advise who is expected to be collecting their child. If the person collecting is not someone known to staff, a password must be given.

Should plans change throughout the day, a parent/carer should contact centre to inform of such changes. No child will be authorised to leave the premises unless verbal consent has been given by their primary carer.

When a child is dropped into centre it is important that you are informing staff of anything that may impact your child's day. i.e. poor sleep, change in family circumstance, complaining of sore stomach etc. Where privacy is deemed more appropriate for discussion, a space will be made available by SMT to accommodate. This can be arranged either in the moment, or prior to drop off or collection via email/telephone call.

Aim

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order 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.

Method

Parents of children starting at the setting are asked to provide specific information which is recorded on their child's enrolment form, including:

- Home address and telephone number
 - If the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative
 - Work telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Name, address and phone number of two emergency contacts
- Parent/Carers will be prompted by registration staff on who is intended to collect their child at the end of session.
- Parents are informed that if they cannot collect their child on time, they must tell us so that we can begin to implement back-up procedures. We provide parents with our contact telephone number and email address.
- If a parent is unexpectedly unable to collect their child they call centre and provide details of the person who will collect their child. A password will be agreed for that person to provide on collection. We are unable to hand the child over without this

If a child is not collected at the end of the session, we follow the following procedures:

- Communications will be checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If a parent/carer has not arrived within 15 minutes of the end of the session, we will try to contact the emergency telephone numbers recorded on the registration form.
- The child does not leave the premises with anyone other than those named on the registration form.
- If no-one collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we may contact East Dunbartonshire's Advice & Response Team (0141 777 3000).
- The child stays at the setting in the care of two members of staff until the child is safely collected either by the parents/emergency contact or by a social care worker.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them. - A full written report of the incident is recorded in the child's file.
- A notifiable incident may also be generated for Care Inspectorate (telephone number 0345 600 9527).

Associated Procedure: Drop off and collection of children
Associated Guidance/documentation: UNCRC Article 19 (protect from harm), Health and Social care standards – my support, my life (3.20, 1.15), A quality improvement framework for the early learning and childcare sectors (Safeguarding & child protection)

This policy has been created in consultation with staff and parent/carers

Signed ...*Kady Tamburrini*.....

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