



Children Collection Policy and Procedures

Introduction

'3.72 Children are only released into the care of individuals of whom the parent has explicitly notified the provider

Children do not leave the premises unsupervised'

The Early Years Foundation Stage Statutory Framework 2024

Putnoe Woods is committed to ensuring that the health and safety and wellbeing of the child is paramount and that it is our duty to ensure that we safeguard children at all times.

Children's Collection at Putnoe Woods Preschool

Whilst we appreciate that from time to time unforeseen circumstances may occur at collection times Putnoe Woods Preschool operate a strict collection procedure as to ensure the health and safety of the children and to ensure we adhere to our safeguarding procedures.

- 1.1 Staff will be made aware of the Collection Policy and Procedures and ensure that it is adhered to at all times
- 1.2 Parents / carers will also be made aware of the Collection Policy during their settling in visits and completion of registration forms and contracts
- 1.3 Putnoe Woods will ensure that they are compliant with the Local Authority guidelines regarding late collection of children
- 1.4 No person under the age of 16 is permitted to collect any child from preschool
- 1.5 Staff will ensure that all children are signed out of the register on I Connect when they leave the preschool building

Child Collection Information and Registration Form

- 1.6 All parents / carers are requested to complete a registration form prior to the child starting preschool, this includes all emergency contact details, authorised persons whom are able to collect their child and passwords to be used at the collection time
- 1.7 The hard copy of the registration form is held in a locked filing cabinet in the preschool office, the information is also inputted on the I Connect system
- 1.8 Parents / carers must inform the preschool of who may be collecting their child before the end of the child's session
- 1.9 Parents / carers must be made aware when registering their child that collection times must be adhered to unless prior arrangements have been made and agreed with a member of the Management Team or Business and Finance Manager
- 1.10 Parents / carers must be made aware that if their child is not collected for any reason the preschool will contact the Local Safeguarding Children Board, Local Authority Integrated Front Door, 01234 718700 or Emergency Out of Hours Office Team, 0300 300 8123 for further advice
- 1.11 Only authorised persons may be permitted to collect a child from preschool environment. Authorised persons are those who are detailed on the child's

- registration form and includes passwords that must be used. These passwords will be created by the parent when completing the registration form
- 1.12 Staff will only permit your child to be collected from preschool by the authorised persons
 - 1.13 Authorised persons are those who are named on the child's registration and includes details of passwords and a brief description
 - 1.14 If you find you are unable to collect your child from preschool, please contact the preschool as soon as possible and inform them of the person collecting your child, password and brief description
 - 1.15 The parent will be required to give a brief description of the authorised person who may be collecting the child
 - 1.16 The password and description will be checked against the information on your child's registration form
 - 1.17 Should the parent not be able to collect their child from preschool and another authorised person is collecting then they must provide the agreed password
 - 1.18 Both the description and password will be checked before the child is handed over
 - 1.19 If any details do not match, then the child will not be handed over and attempts will be made to contact the parents / carers and you will be contacted immediately and under no circumstance will your child be allowed to leave the preschool premises even if the child acknowledges the collecting person
 - 1.20 When the identity of the person is not known staff will ensure that the person is not made to feel embarrassed by the situation whilst their credentials are checked
 - 1.21 Staff will ensure that the child does not become upset or concerned should the credentials of the person collecting them require checking
 - 1.22 Under no circumstance will the child be handed over even if the child acknowledges the person attempting to collect them
 - 1.23 Parents / carers are also requested that you do not let any other person into the preschool that you are not familiar with, even if you believe it to be another parent this may appear rude, but we feel that it is a necessary step to protect your child and adhere to safeguarding and protecting the welfare of the child
 - 1.24 Please remember that parents / carers with parental responsibility have the right to collect their child from us, unless there is proof provided in written form, either a current court order or solicitor's letter
 - 1.25 No persons unknown to the preschool will be permitted to enter the main building until appropriate checks have been made and identification is checked and confirmed

Parents will also:

- 1.26 Ensure their child is collected on time and inform the preschool if their child is going to be unavoidably late or absent from preschool
- 1.27 Ensure that contact details are current, and staff are updated as soon as possible
- 1.28 Ensure that other persons collecting their child from preschool are aware of the password system
- 1.29 Ensure that they safely transport their child from preschool using an age appropriate car seat
- 1.30 Understand that their child will not be released into their care if the preschool believes parents / carers to be under the influence of drugs or alcohol and contact will be made with the Local Authority Integrated Front Door

Late or Non Collection

If your child(ren) remains uncollected 5 minutes over the set time:

Nursery Manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

If your child(ren) remains uncollected 5-15 minutes over the set time:

The parents or carers will be contacted; late stay fees will be collected of £5 per 15 minute period.

If your child(ren) remains uncollected 15 minutes over the set time:

The manager/deputy manager will contact the first emergency contact on your child's contact card.

Please note this will not happen if the manager has been successful in contacting the parent/carers due to collect the child. Late stay fees will still be collected of £5 per 15 minute period.

A member of the Management Team will follow the following procedure in such circumstances:

- 1.31 A member of the Management Team will initially endeavour to make contact with the named parents / carers on the child's registration form
- 1.32 If contact cannot be made, then a voice message will be left detailing:
 - Who has made the call
 - The time of the call
 - The setting and contact number
- 1.33 A record of the call will be made in the main preschool diary detailing the time, the message and contact number(s) that was called
- 1.34 A member of the Management Team will continue to phone every 10 minutes, continuing to record the above information
- 1.35 If contact is made, two members of staff must remain with the child until collection takes place
- 1.36 Staff will ensure that the child is made to feel safe and that they do not become concerned or upset
- 1.37 If contact cannot be made with the parents / carers or any other authorised persons within 30 minutes, then contact will be made with Local Children's Services
- 1.38 If contact is made with Local Children's Services, the following information must be available:
 - Name and address of the preschool
 - Name and date of birth of the child
 - The reason for contact, including details of attempted communication with parents / carers or authorised persons
 - Name and contact details of parents / carers / authorised persons as recorded on the registration form

Collection of Children

- Children will be collected from their parents / carers at the door or side gate and hand your child over to you at home time.
- If anyone wishes to speak directly to a member of staff, we will make arrangements accordingly within the preschool, alternatively, we are happy to phone or email you.
- Between the peak hours of 9.15am-3.30pm we will use two separate doors for arrival and collection. Outside of these times please continue to use the front door.

Peak times 9.30-3.30pm

- Bluebell children will use the side gate for drop off and collection. The gate will be manned from 12.30 pm in the afternoon. At home time the gate will also be manned from 2.30pm and at specific collection times
- Buttercups and Snowdrops children will continue to use the main door. The door will be manned from 12.30 pm in the afternoon. At home time the main door will also be manned from 2.30pm and at specific collection times

This policy is in compliance with the Data Protection Act 2018

Putnoe Woods is committed to safeguarding and promoting the welfare of children and young people, employees, students, volunteers, trustees and parents / carers and expects all staff and volunteers to share this commitment.

Date of Policy: September 2014	Created By: Jo Skelton	
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Review Date	Reviewer	Amendments
December 2015	Jo Skelton	
September 2016	Jo Skelton	• 1.5, 1.7 addition of I Connect
September 2017	Jo Skelton	
May 2018	Jo Skelton	GDPR statement added
May 19	Jo Skelton	Late / Non Collection procedure reviewed
November 2019	Jo Skelton	New email address

July 2020	Jo Skelton	Covid 19 Collection Guidelines added in red
January 2022	Jo Skelton	Amended collection
November 2022	Jo Skelton	Removed social distancing
November 2022	Nikki Adams	GDPR replaced by Data Protection
September 2023	Jo Skelton	Early years statutory framework updated to 2023 version
January 2024	Jo Skelton	Early years statutory framework updated to 2024 version
December 2025	Nikki Adams	None
July 2026	Nikki Adams	Reviewed and new logo added