

## Telford Playschool Child Collection Policy Including Not Collecting

*Our priority is to avoid any undue anxiety or distress whilst ensuring children's welfare is paramount and they are safeguarded at all times.*

This can be a very unsettling time for a child watching other children leave – which is why both parents and Playschool follow agreed collection times and have known adults to collect to avoid any confusion.

Please be aware Playschool will ensure your child/children have all their belongings before you arrive. Please ensure that you sign your child out of play school before you collect. We will then let each child go 1 at a time. Thank you

- Parents are advised of the correct time to collect their child(ren) – depending on their session and lunch arrangements.
- If parents know in advance that they will not be collecting their child they should plan for an alternative person to collect their child and advise Playschool both verbally (i.e. at the door in the morning) and in writing (i.e. in the signing in sheet).
- If a family member, friend or child minder arrives to collect a child without prior notice from a parent we will not allow the child to go without confirmation from the parent even if the adult is known to Playschool staff.
- If this situation occurs Playschool staff will ring the primary caregiver to confirm collection arrangements before releasing the child.
- Playschool will not allow notification through the third party i.e. grandad calls parents from his phone. A child will only be released if the call to the primary caregiver is made on the Playschool phone or Playschool receive a call.
- **This is very unsettling for all involved so please ensure that we are notified correctly of who is picking up and that we are able to contact you at all times for your child's welfare and safeguarding.**
- If, due to unforeseen circumstances, parents are unable to collect their child(ren) and are sending someone unknown to Playschool they should advise Playschool by telephone, giving a description of the person and a password must also be given to the person collecting the child(ren).
- If a child minder regularly collects your child, this should be stated in your contract with full details of them (however they will not be contacted if your child is poorly, Playschool will only call a parent unless advised by social services).
- A parent who has legal guardianship may pick up their child at any time.
- Playschool will not under any circumstances release a child to a parent who has a court order to say they can not pick their child up from Preschool.

### Late Collection

- If parents know they are likely to be late (due to unforeseen circumstances) they should contact Playschool to advise of the likely arrival time.



- Once Playschool is aware that a parent will be late, staff will remain with the child until the parent collects the child. However, if it is apparent that the delay is lengthy then the parent needs to make urgent alternative collection arrangements and advise the Playschool about the arrangements.

### **Uncollected Child**

- If Playschool has not been advised of a delay and a child remains uncollected, they will first contact the primary carer. Should the primary carer be unavailable, then Playschool will use the emergency contact details for the secondary carer if they have been provided. **Parents are responsible for keeping us updated with any changes in emergency contact details. We regularly remind parents of this through communications.**
- At all times Playschool will try to be flexible to accommodate the needs of both children and parents/carers and stay with the child as long as possible. However, in extreme circumstances where contact with a parent/carer has not been possible, it may become necessary to contact Social Services.

*This policy was reviewed by Claire Harman-Sherwood, Telford Playschool Manager, September 2018.*

