# Collection of Children at the beginning and end of the Pre-school Day Policy and Proceedure (written 12.12.2015)

### Drop off

Drop off will be at the side (wooden gate) entrance.  Parents should queue to allow the children to be welcomed into the setting.  Please wait until your drop off time (8.30 or 9.00 and 12.00) for a staff member come to the gate.  Please do not press the bell before your allotted start time. When dropping off you will be required to sign your child in.

### Standard Collections

We will prepare children to leave the setting by putting coats on, collecting work to be taken home, and lunch bags if appropriate. They will sit down and wait to be called. Ready for collection.

A member of staff will stand at the exit point, the children will be sent individually when called as the parent/carer arrives. As parents/carers will be visually checked by a member of staff, to confirm as a person with permission to collect. Parents/ carers will be asked to sign out children and staff member will open the gate for them to go out. Please do not reach over the fence to pick children up as the children are learning the gate is the entry and exit point and the staff member is responsible for letting them in and out.

### Non standard collection

1. When the normal Parent/carer is unable to collect they should contact the Pre-School giving
   1. the full name of the collector,
   2. their relationship to the child
   3. a disposable password for use on collection.
   4. We prefer a picture of the person collecting in advance as this creates a safer system.
2. If there is someone who is not recognised by staff they will be asked is asked to wait until checks have been made and will be asked for
   1. their full name,
   2. full name of the child,
   3. their relationship to the child
   4. the disposable password.

We will not release the child to someone we do not know which is why we stress the importance of notifying us in advance and helps to ensure your child is safe and avoids confusion and distress.

Staff will never talk to anyone about a child on a phone passed to them.  All enquiries to verify the identity must be done through the manager on the work telephone.

### What if I need to collect earlier than the allotted finish time of a session?

If you need to collect earlier than your usual pick up time please let the person in charge of the sign in aware in the morning or send us an email to let us know.

### Discussions at drop off or collection times

If you wish to pass on information or ask about your child’s day we ask that either an email is sent and an appointment made in advance or that you patiently wait for all children to be handed over before engaging in discussion.

Please email the setting any messages that are important for example more sessions/ swap of sessions / requests for spaces in the next term.

This aids a smooth stress-free transition for all children and parents at busy times.

### Late collection

It is important parent/carer(s) arrive at the contracted time to collect their child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. Please note if there are regular late collections we have to consider if there is a safeguarding concern. All reasons for lateness will be recorded. We see more than three occasions of lateness within a term as a pattern and you will be asked to attend a meeting to discuss next steps.

Lateness is defined as not collected within 10 minutes of the allocated collection time.

We will looked after your child whilst the parent is contacted.

We appreciate sometimes delays are unavoidable. If you are delayed, for whatever reason please contact Lilly Brook Pre-school with an expect arrival time.

We will try to accommodate the additional care, however, if we may need to contact other adults from the authorised list and arrange for them to collect your child.

If we have not heard from you and we have not been able to speak with other emergency contacts, we are required to inform Social Services and follow their advice.

### Late collection fees

We reserve the right to make charges for late collections.

* You need to let the preschool know by 8 am on the day if you wish to book an additional session to cover any potential lateness, otherwise you will be charged the full late collection fee of £10 per 15 minutes. This will be added to your next invoice.

Please note that if parents call during collection time, we will not always be able to answer the phone although an answering machine facility is available to record your message.

Please note no persons under the age of 16 are permitted to collect a child from our facility.

Once a child is handed over to an approved collector the child becomes their responsibility.