

## Policies and Procedures: Dropping Off and Collection.

Please let me know if you plan to arrive at a different time than usual. If you arrive early without prior notice, I may not be ready to care for your child. If you are late, I may need to take children to school/pre-school so will need to arrange a different meeting point. The morning school run is between 8.35am and 9.10am, the lunchtime run is between 11.30am and 12.05pm, the after school run is between 3.10pm and 3.50pm.

Please take in to consideration that I have staff in to cover my ratios. If you drop off early, my staff may not be in yet meaning you cannot leave your child. If you pick up late, it's very possible that my staff should have already left. Both of these incidences will incur extra costs.

I will only release your child(ren) from my care to adults who have permission to collect them. I will therefore need you to provide me with a list of people authorised to collect. This list is on the registration form and anyone listed, providing they are known to us, is allowed to collect your child AT ANY TIME. When first starting it would be really helpful to provide a description or a photo if the person is not known to me and opportunity for this is provided on the registration form. I operate a password system (perhaps something related to your child(ren) that's not commonly known eg Middle Name), so please ensure all people who are unfamiliar to me know the password, as they will be required to use it. People listed on the registration form and therefore authorised to collect without prior notification are able to be made aware of the gate code.

If there is someone collecting your child as a 'one off', we will need informing in writing, this is to make sure that we have record of the change to contract. Via a text on the day is preferable as then all staff can view it. In the interests of safeguarding and confidentiality, we do not leave such information on display. In the cases of 'one off' collections, please do not tell them the gate code, but notify them where the doorbell is.

In instances where someone 'unfamiliar' to us is collecting your child, we may need to refer to your child's file for their password or the photo you have provided. This may take a couple of minutes so please ensure anyone collecting is aware of this – it's just so we can make sure your child is safe!

It is important that you arrive on time to collect your child. Even very young children can learn our routine and know when they should be collected. They can become very distressed if you are late. I know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason, please contact me and let me know when you are expected to arrive. I will normally be able to accommodate additional care, however if I am unable, I will contact other adults from the authorised list and arrange for them to collect your child. I will reassure your child that you are on your way and if necessary organise additional activities and a meal.

If I have not heard from you and you are over 15 minutes late, I will try and make contact with you. I will also attempt to make contact to the emergency numbers provided. If I am unable to make contact with anyone, I may need to inform the local on-duty social worker.

I reserve the right to make an additional charge for late collections and early drop offs. They are charged at £15 per 15minutes or part thereof.

First Written: 30<sup>th</sup> July 2014

Last Updated:28<sup>th</sup> September 2018

Signed:

Date Reviewed	Signed	Date Reviewed	Signed

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