



Policy Document 05 – Our Collection Policy

01	It is vital that we know who will be collecting a child. Form 06 -Registration Form must be completed before a child is left in our care. This has a section that allows parents or carers to record the names of three designated adults that may collect their child.
02	If no designated adult is able to collect a child at the agreed time we must be informed as soon as possible. Maintaining correct adult/child ratios is essential so late collections may lead to additional staffing costs. Any un-notified lateness will attract a fee of £10.00 for every 15 additional minutes your child is left uncollected.
03	If a child has not been collected & we have not been contacted we will try to reach a designated adult by telephone. A child will remain at the setting until one of the designated adults arrives. If no contact has been possible with any of the designated adults, staff will contact the Somerset County Council's Emergency Duty Team (Social Services) on 03001232327.
04	Under no circumstances will a child be released into the care of any person not known to us.
05	If a parent or carer is unable to collect their child and arranges for another adult to do this on their behalf, the adult must be known to us. In exceptional circumstances, when this is not possible, we will agree a password with the parent or carer in advance that the adult must correctly tell us before the child is released to their care. The person collecting must be at least 16 years of age.
06	In some circumstances a parent or carer may have specific instructions with regard to the collection of their child e.g. must never be collected by an estranged partner. In these cases the parent or carer must provide us with clear, written instructions. The instructions will be carried out until other written instructions are received, cancelling or changing any requirements.

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