



End of Service Collection Procedure - Early Years

Responsible Officer	All Managers
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End of Service Collection Procedure

Purpose

To ensure that only authorised persons are allowed to collect a child and that a professional, organised and friendly image is presented at all times.

Note: The end of the evening is an important time for the services as it is the main point of contact that we have with the children's parents/guardians and it is of vital importance that parents feel welcomed into our service and that we use this time to establish strong, supportive relationships with families to help achieve the best possible outcomes for the children in our care.

Responsibilities

All staff are responsible for ensuring that children are collected by their authorised parent/guardian and that a professional, organised and friendly image is presented at all times.

Role

1. Children may only be collected by those persons nominated on the Signing in Register for the day unless staff are informed otherwise by the parent throughout the day.
2. Should an unnamed person arrive to collect a child, the parent or guardian must be contacted and permission obtained before allowing the child to leave.
3. Under no circumstances should any child be permitted to leave with any person without the parent's consent.
4. This can be difficult and inconvenient for the "collector" in instances where any difficulty may be as a result of a parent/guardian not having updated the service. With this in mind, great care should be taken to sensitively ensure that the 'collector' is made aware of why the checks and precautions are necessary and they should be made to feel as comfortable as possible during the process.
5. When a parent/guardian or a 'collector' arrives to collect a child, they should be acknowledged immediately they arrive in the room and the child informed, e.g. "Hi there (name), let me get him for you. Neil, look who's here".
6. If the child's keyworker is not available, the staff member who acknowledges the parent should then attend to them, arranging for another staff member to take over any activity they were involved in.
7. The staff member should chat to the parent, handing them their child's daily report informing them on how their day has been in relation to eating/sleeping/toileting/activities and tell them how things have gone that day, if possible encouraging the child to tell the parent what they have been involved in that day also.
8. The staff member must ask the parent to sign the child out on the playroom register before leaving and check to ensure that there is no pertinent news to be communicated to parents, e.g. if the child had received first aid that day or an incident involving the child had been recorded.

Non Resident Parents/ Parental Rights

Providing that both parents are registered with The Indigo Group as the legal parental guardian on our Enrolment Forms then **both** parents have equal rights in relation to their child's overall wellbeing and in relation to this specific policy, equal rights regarding the collection of their child.

If there are any changes to parental rights, the parent would need to provide a copy of a legal document or custodial arrangement stating these changes to the Manager of the service as soon as possible. Following this stage, the appropriate arrangements would be made within the service.

Any information relating to changes of parental rights need to be passed to a manager and recorded in the child/children's file.

If we are concerned for the wellbeing of a child, we must follow our standard Child Protection procedures. If the person collecting the child is not a parent, the parent must be contacted before allowing the child to leave.

Protection Order

Similarly where a protection order has been raised in relation to a child or children in the setting, The Indigo staff would require to be formally informed either by the relevant professional or by the provision of legal documentation in order that appropriate arrangements can be made within the service.

Version	Date	Author	Replaces	Comment
1	Sep 2016	Ashley Turner	N/A	
2	May 21	Steph Grant	V1	