

Child Collection Procedure

Parents and staff must follow this procedure to handle changes to the person who is expected to collect a child from Puddleducks. The procedure requires parents to complete an Authorised Collectors form and a Security Password Selection form when they register at Puddleducks. All the information is kept securely in a binder and in confidence at Puddleducks.

The Authorised Collector's list contains a list of names and signatures of people the parent or carer may call upon to collect their child after a session at Puddleducks. The Security Password form asks parents and carers to select a password that will be used to confirm their identity over the phone, and in addition will be used in an emergency.

Some children are collected by different people depending on the day of the week. These may be a scheduled collection, but do need to be formalised in writing by the parent or carer.

The procedure is as follows:

- Each time a parent or carer wishes to change the person who will be collecting their child they must bring with them a signed dated letter explaining the new arrangements.
- The letter will be put in the file and a note made in the collectors diary and door collection
- At the end of the session, a staff member must ask the Authorised Collector to sign the collection diary. The staff member will check the signature against the child's Authorised Collector's list and if it matches will release the child. If the staff member knows the Authorised Collector they do not need to check the signature. The staff member then signs the collection diary.

If a change of collector is made over the phone the staff member will ask the collector for, and check the child's Security Password to confirm their identity.

If an Authorised Collector arrives to collect the child unexpectedly:
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- The child will be left to last
- Staff will ask them to quote the child's password and sign the collection diary.
- After checking the password and signature the child will be released.

When the child returns to Puddleducks, the parent or carer will be asked to change their Security Password.

If a person arrives unexpectedly to collect a child **who does not know the password, but is on the Authorised Collector's List** and their signature does match the signature on the child's record, the staff should:

- Ask why they are here and not the usual person
- Try to contact the parent or carer
- Contact the Chair to discuss and consider the following
 - Does any staff member know the person?
 - Get consensus regarding whether to release the child
- If all agreed
 - release the child
 - Manager will follow up with a discussion with the parent or carer as soon as possible to reiterate the correct procedure.
- If the decision is taken not to release the child follow the uncollected child procedure.

If a person arrives to collect a child who is **not on the Authorised Collector's List** irrespective of whether they know the password:

- Ask why they are here
- Try to contact the parent or carer
- If not able to contact the parent or carer follow the uncollected child procedure.

The Authorised Collector's List form, Password Selection form and Instructions for changes in collection arrangements for parents and carers are in the Registration section of the Operational Plan.

This policy was adopted by the committee on behalf of Over Puddleducks Pre-school held on

Signed on behalf Over Puddleducks Pre-school
Name.....
Date