

The Hollies Childcare Facility

Arrival and Collection of Children Policy

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Registered Charity Number: 1196324

Revision History

Issue/Draft	Date	Comments/Reason for Change
Draft A	1 st March 2018	Initial release for comment
Issue 1	15 th March 2018	Comments received from Management Committee
Issue 3	20 th March 2019	Annual Document Review
Issue 4	1 st September 2020	Changed to include the use of a Password
Issue 5	2 nd November 2021	Amendment to include change of name of setting and Registered Charity Number
Issue 6	26 th September 2022	Annual Document Review
Issue 7	18 th September 2023	Annual Document Review
Issue 8	10 th September 2024	Annual Document Review
Issue 9	12 th September 2025	Annual Document Review

Glossary

Term	Definition
The Hollies	Refers to The Hollies Childcare Facility
HOSC	Refers to Out of School Facility
CAO	Chief Administration Officer

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1.0 The Hollies Childcare Facility Hours of Operation

The Hollies Childcare Facility will open every school day from **08.00 to 17.30** and during holidays as specified from 0900 – 1600. This is excluding Bank Holidays. It is the intention of The Hollies to offer services during some holidays with the exception of the Christmas break.

2.0 Arrival

Parents must notify The Hollies within 24 hours regarding non-attendance of their child.

Children registered to attend during the morning sessions will arrive and be handed to a member of The Hollies staff by their parent/carer.

Children registered to attend the afternoon session will be collected from their class teacher by a member of Hollies staff and escorted to The Hollies building.

Children registered for HOSC will be collected from their designated hall where HOSC staff will collect the children and accompany them to The Hollies building.

3.0 Collection

Parents / carers must collect their children by no later than 12.05 for the end of the morning session, 15.35 for the afternoon session and 17:35 at the latest from the designated collection point. In the event of a parent having an emergency situation they are advised to contact the setting via telephone.

4.0 General Collection Conditions

- a) Parents must give the names of all persons authorised to collect their child on the registration form. The Hollies Staff will only release a child to the named persons. However there may be occasions when the member of staff on duty does not recognise or know the named individuals. For this reason we require you to provide The Hollies with a suitable password for collection. This will also be useful in the event of an emergency when both named persons are unable to collect their child/children. The Hollies also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- b) Under no circumstances will a child be released to an unknown person who does not know the collection password.
- c) It is the responsibility of the parent / carer to ensure that any changes to the named individuals who can collect their child are communicated to Mrs S Murray, Mrs C Malkin or Mrs S Williams, both in writing and verbally.
- d) No parent will be able to access the premises and the person collecting a child must ring the bell and speak to The Hollies member of staff on duty. The child/children will then be brought to the parent/carer who will then sign them out appropriately.
- e) If a parent / carer is late collecting their child, The Hollies reserves the right to make a charge of £5.00 for every half hour the parent / carer is late. This will be used to cover the wages of staff who will be required to remain with the child/children until they are collected.

- f) In the case of a parent / carer failing to collect the child, the Senior Leader will call the named contacts (including emergency contacts) to come to the setting to take the child home. In the event of no contact being made after 30 minutes, the Senior Leader will contact the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual will also be informed
- g) No child will ever be left unsupervised because a parent / carer has failed to collect them.
- h) If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the Senior Leader on Duty will seek advice from the CAO / Designated Child Protection Officer who will speak to the parent / carer, and do what is reasonable in the circumstances to safeguard the child's welfare.

This may include asking the parent / carer whether another named contact is available to come and collect the child. In certain circumstances, the Senior Leader / CAO / Designated Child Protection Officer may inform the parent / carer that following handover, they will call the Social Services Duty Officer and that the setting's Child Protection Policy may be implemented.