Dropping Off and Collection Policy

(including procedures for Non-arrival and Non-collection)

**Dropping Off**

I would appreciate if you could let me know in advance if you are going to be arriving at a different time than arranged in our contract. I may not be ready to care for your child if you arrive unexpectedly early. If you are running late please let me know as it might disrupt our plans for the day. I can arrange to meet you at the place we are going if necessary. If you need to change your contracted hours, please discuss this with me.

**Collection**

Please let me know who is going to be collecting your child each day so as I know who to expect. I will only release your child from my care to adults who have permission to collect him/her as you have listed in our contract. In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give a password. Please discuss with me if you would like to use this system.

I understand that sometimes delays are unavoidable but would appreciate if you could contact me to let me know if you are going to be late. Children learn routine very quickly and know when their parents are due. If you are late your child may become distressed so it is important that you try to arrive at the arranged time. In the event of you being delayed I will reassure your child that you are on your way and if necessary organise additional activities and a meal. I will charge for late collection.

**Non-Collection Procedure**

If I have not heard from you and you are more than 15 minutes late I will initiate the following procedure

1. I will try to make contact with you.
2. If I am unable to make contact with you then I will try your emergency contact numbers.
3. If I am unable to contact either you or your emergency contacts within an hour of the collection time, I will have to inform the local authority duty social worker without delay.

During this time, I will continue to safely look after your child.

**Non-arrival Procedure**

**Unexplained Absences**

* If a child does not arrive at their usual arrival time without prior notification, I will attempt to contact the parent/carer by phone or message within 30 mins.
* If I am unable to reach the parent/carer and the absence remains unexplained for a prolonged period (more than an hour after the child’s usual arrival time), I will assess whether further action is required, such as contacting emergency contacts or reporting to CYSUR Regional Safeguarding Children Board if safeguarding concerns arise.
* Repeated unexplained absences will be discussed with the parent/carer to identify any underlying issues and offer support as needed.
* Concerns regarding a child's repeated absence or patterns of non-attendance will be documented and, if necessary, reported to my CYSUR Regional Safeguarding Children Board
* If a child is withdrawn from my setting without prior notice and I cannot contact the parents, I will follow safeguarding procedures, which may include notifying the CYSUR Regional Safeguarding Children Board.
* If a child is expected to attend another setting (e.g., school or nursery) and fails to do so, I will liaise with the parents and, if appropriate, notify the relevant professionals.

Useful Numbers :

Aberystwyth Police Station tel no: 01267 222020

Social services duty desk tel no: 01545 574000

Out of hours duty desk tel no: 03004 563554

This policy was designed by Little Rosebuds with regard for the [**Regulations and National Minimum Standards for Regulated Childcare for children up to the age of 12 years**](https://careinspectorate.wales/regulations-and-national-minimum-standards-child-care-and-play), (NMS) including:

* Standard 5.1: Records that must be kept and maintained on the premises - A statement of the procedures to be followed in the event of a relevant child being lost or not collected.

**And The Child minding and Daycare (Wales) Regulations 2010**

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| Date this document was last updated – | 25/04/25 – reworded whole policy, added in dropping off and collection policy as well as procedure for non-arrival of children |
| Dates reviewed – | ~~25/04/25~~, 16/06/25 |
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