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# Collection and Departure Policy

For After School Club, only class teachers are to handover to the Dainty Little Hands Ltd. Out of School Clubs team (Club Staff) from the designated collection point in the School hall, or in the child’s classroom, handing over any significant information to be passed to parents or guardians on collection.

The Dainty Little Hands Ltd. Out of School Club team must only release children into the care of individuals named by the parent. Except where there is reasonable excuse, parents must inform Support Managers who will be collecting, and a password must be set up with them. This information is then passed on to the Club Manager, so they are informed. The Collection point must be communicated to all parents prior to collection.

The Dainty Little Hands Ltd. Out of School Club team (Club Staff) will only release your child from their care to adults who have permission to collect him or her. Parents will therefore need to provide a list of people authorised to collect your child, upon initial registration and kept up to date at all times. Any authorised person will also need to know the password in order to sign the child(ren) out of our (Dainty Little Hands Ltd. Out of School Clubs team) care. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file. It would also be helpful to know what your child calls the people, so that during the day we can prepare them for the arrival of their “Gran”, “Grandad” or “Auntie”.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason, please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care; however, if we are unable to do so, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary, organise additional activities.

If we have not heard from you and you are very late, we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with you or anyone else listed on your contact sheet, we will follow the **Uncollected Child policy,** which may mean we need to inform Children’s Services and follow their advice. We reserve the right to make an additional charge for late collection.

If you have any concerns regarding this policy, please do not hesitate to contact us.

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| Signed: | \_\_\_\_\_\_\_Jayne Dainty\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Date: | \_\_\_\_\_\_\_\_\_08/08/2023\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| Policy review date: | \_\_\_\_\_\_\_\_\_\_01/08/2024\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |