

# **Delivery & Collection of Children and Lost Children Policy**

## Delivery & Collection of Children

All parents must complete an admission form before their child starts at The Ark giving two/three emergency contact telephone numbers and the names of people allowed to collect their child/ren, which must be kept up to date. Parents/carers must sign the register on delivery and collection every time and must notify the staff if someone different is to collect. Staff will ask all unknown people to verify their identity before allowing children to leave with them. Children will not be allowed to leave the premises with anyone who is unauthorised. The parent will be contacted by telephone if any unauthorised person attempts to collect a child and if any aggression is displayed on refusal by The Ark staff to release a child, the police will be called.

Anyone aged under 18 years who is allowed by parents/carers to collect a child must be authorised by a signed letter.

If parents/carers authorise their school child(ren) to come into The Ark breakfast or after school club unaccompanied, they must provide The Ark with a signed letter to this effect, which acknowledges that it is not The Ark's responsibility to ensure their child(ren) arrives at The Ark. This is only applicable for a child in Year 6.

If it is deemed unsafe for a child(ren) to be taken away from The Ark (e.g. parent/carer under the influence of alcohol, unstable state of mind), then contact will, in the first instance, be made with the next person on the contact list. If this is unsuccessful, contact will be made with the police and social services. (See also Parental Agreement re Late Collection fees)

It is essential that children be collected promptly after each session. In the unlikely event that a parent is more than a quarter of an hour late, all contact telephone numbers will be tried. In the case of no response the Manager may contact Social Services' Out of Hours Service (01258 472652).

### **Updating information on the registration form: it is essential this important information is kept up to date.**

Parents must inform The Ark in writing immediately of any important changes to:-

- domestic arrangements which could affect collection of the child e.g. a court order in respect of the residence of the child or who the child is able to have contact with.
  - parental responsibility agreement
  - home/ work telephone numbers
- These details need to be amended on the admission form.

### **Lost Children procedure**

If a child goes missing whilst in our care the premises and surrounding area will be thoroughly searched immediately. If the child cannot be found at this point, then telephone calls will be made, first to the parents and thereafter to the police if necessary.

- Incident forms will be completed
- Risk Assessments will be reviewed
- Ofsted will be informed