



End of Service Collection Procedure - Out of School Care/ Indi Youth

Responsible Officer	Jacqueline Lamb
Author	Stephanie Grant
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Purpose

To ensure that only authorised persons are allowed to collect a child and that a professional, organised and friendly image is presented at all times.

Note: The end of the evening is an important time for the services as it is the main point of contact that we have with the children's parents/guardians and it is of vital importance that parents feel welcomed into our service and that we use this time to establish strong, supportive relationships with families to help achieve the best possible outcomes for the children in our care.

Responsibilities

All staff are responsible for ensuring that children are collected by their authorised parent/ guardian and that a professional, organised and friendly image is presented at all times.

Role

1. The **role of the parent** is to:
 - a) During enrolment, ensure all contact and emergency contact information has been added to your child's Family account.
 - b) Ensuring everyone who has permission to collect your child is included.
 - c) Ensure that the contact information provided on Family is reviewed annually and updated as and when required throughout the year.
 - d) Provide staff with appropriate information and updates regarding your family circumstances that would have an impact collection.
 - e) Update staff in the event of any short notice changes to who is collecting your child (i.e someone not on the contact) list by phone or message via Family.
 - f) Ensure the nominated person collecting your child is over the age of 16.

2. The **role of the practitioner** is to:
 - a. Ensure children are only collected by those persons nominated on the Family App unless staff have been informed otherwise by the parent (this must be noted in the diary and signed by staff).
 - b. Engage and work with parents and carers to ensure the best outcomes for children and young people.
 - c. Should an unnamed person arrive to collect a child, the parent or guardian must be contacted and permission obtained before allowing the child to leave. At this point, parents/ carers should be advised that, if they wish to alter their 'named persons', they should update the Family App at their earliest convenience. **Under no circumstances should any child be permitted to leave with an 'unnamed' person without the parent's consent.** *This can be difficult and inconvenient for the "collector" in instances where any difficulty may be as a result of a parent/carer not having updated their information. With this in mind, great care should be taken to sensitively ensure that the 'collector' is*

made aware of why the checks and precautions are necessary and they should be made to feel as comfortable as possible during the process.

- d. Greet a parent/carer or a 'named person' when they arrive to collect a child, they should be acknowledged immediately when they arrive in the service and the child informed, e.g. "Hi there (name), let me get him for you. Neil, look who's here".
- e. Engage with the parent and tell them how things have gone that day, encouraging the child to tell the parent what they have been involved in that day e.g. what activities they have participated in, if there are any accident or incident reports.
- f. Is to take the child to get their jacket, bag etc. and get them ready to leave.
- g. On leaving, the staff member should say see the parent out of the service, saying e.g. "Bye Neil, see you Thursday" (or whenever their next day in is).
- h. Mark the child out on Family/ Fire Register once they have been collected.
- i. Be aware of instances that may require management support before allowing the child to leave the service e.g. nominated person distressed or under the influence of drugs/ alcohol.

3. The **role of the manager** is to:

- a. Should anything compromise the child or young person's safety, the manager should take the appropriate action that meets the needs of the child or young person and their best interests.
- b. Where external agency support is required the manager will contact the relevant agencies to ensure the correct support and advice is provided and regular communication is maintained.
- c. Respond sensitively and appropriately if a critical incident takes place within the service, and has contingency plans in place to enable this to happen.

Non Collection of Child

In the event that a child is not collected by the service closing time, the following steps will be taken by the service practitioner:

1. Attempt to contact the parent and/ or person nominated to collect that day.
2. Attempt to contact the emergency contacts for the child.
3. In the event that no contact has been made with any of the contacts for the child, allow 15 minutes for anyone to make contact with the service before taking any further steps. There may be situations that are unavoidable causing parents/ carers to be late and so there should be an understanding approach taken.
4. Notify a manager of the situation and all steps taken.
5. Management should identify which staff are best placed to support the child/ work beyond their shift.
6. Take advice from the manager specific to each individual situation. This may include contacting external agencies including police/ social work.
7. Throughout all steps, ensure the child is provided with a safe, secure and comforting environment and is offered activities to engage in.
8. A minimum of two staff are required to stay with the child at all times.
9. In the event that the premises are closing, management will advise of a suitable alternative dependant on the circumstances. If for any reason the child is taken to an alternative venue, staff should ensure that all relevant information is also taken.
10. Staff should not transport children in their own personal cars without appropriate insurance however arrangements should be made to ensure personal cars are moved from locking car parks if required.

Non Resident Parents/ Parental Rights

Providing that both parents are registered with Indigo as the legal parental guardian on our Enrolment Forms then **both** parents have equal rights in relation to their child's overall wellbeing and in relation to this specific policy, equal rights regarding the collection of their child.

If there are any changes to parental rights, the parent would need to provide a copy of a legal document or custodial arrangement stating these changes to the Manager of the service as soon as possible. Following this stage, the appropriate arrangements would be made within the service.

Any information relating to changes of parental rights need to be passed to a manager and recorded sensitively on the Family App in the Notes section with the appropriate visibility.

If we are concerned for the wellbeing of a child, we must follow our standard Child Protection procedures.

Protection Order

Similarly, where a protection order has been raised in relation to a child or children in the setting, The Indigo Group require an update from the relevant professional or by the provision of legal documentation to enable appropriate arrangements to be made within the service.

Version	Date	Author	Replaces	Comment
1	Sep 2016	Stephanie Grant	N/A	
2	May 21	Stephanie Grant	V1	
3	Aug 21	Stephanie Grant	V2	