

University of Warwick Holiday Scheme

COLLECTION OF CHILDREN

Purpose	The purpose of this policy is to ensure that all children attending the Holiday Scheme are collected safely and released only to authorised persons. The safety and wellbeing of children is our priority at all times. This policy provides clear procedures for staff to follow when children are collected, when collection arrangements change, when an unfamiliar person arrives to collect a child, and when a child is collected late.
Review Frequency	Annually or if an incident occurs the policy must be reviewed immediately
Date approved	September 2026
Date of next review	September 2027

The named staff members (at least 2) responsible for the upkeep of the policy are:

Jo Warren, Nursery manager

Rachael Snell, Holiday Scheme Coordinator

Collection Arrangements

- Parents/carers must provide the Holiday Scheme with details of the people who are authorised to collect their child.
- Children will only be released to:
 - A parent or carer.
 - A person who has been authorised by the parent/carer to collect the child.
 - An alternative person where the Holiday Scheme has received prior authorisation from the parent/carer and staff are satisfied that the collection is safe.
- Parents/carers must inform the Holiday Scheme if somebody different will be collecting their child.

- Where the person collecting is not known to staff, appropriate identification or an agreed password may be requested before the child is released.
- **Children must never be released to an unknown or unauthorised person.**

Changes to Collection Arrangements

- If collection arrangements change during the day, the parent/carer must inform the Holiday Scheme.
- Staff must ensure that appropriate information is obtained about the alternative collector before releasing the child.
- If there is any uncertainty about whether a person has permission to collect a child, the child must remain with Holiday Scheme staff while the matter is checked with the parent/carer.

Unknown or Unexpected Person

- If an unknown or unexpected person arrives to collect a child:
 1. The child will **not** be released.
 2. The person will be asked to wait while staff check the collection arrangements.
 3. Staff will contact the child's parent/carer using the contact details held by the Holiday Scheme.
 4. The child will only be released when staff are satisfied that the parent/carer has authorised the collection.

Safeguarding Concerns

- If staff have any concerns about the safety or welfare of a child at collection, the child's wellbeing will take priority.
- Staff should **not release a child where doing so would place them at immediate risk**. Any safeguarding concerns must be reported immediately to the Holiday Scheme's Designated Safeguarding Lead (DSL) or senior member of staff, and the Holiday Scheme safeguarding procedures followed.

Late Collection

- Parents/carers are expected to collect their children by the published Holiday Scheme closing time.
- If a child has not been collected:
 1. Staff will attempt to contact the parent/carer.
 2. If contact cannot be made, staff will attempt to contact the child's other authorised or emergency contacts.
 3. The child will remain appropriately supervised and reassured while contact attempts are made.

4. **At least two members of staff should remain with the child, including a senior member of staff where practicable.**
5. If the child remains uncollected and staff are unable to contact an authorised person, the senior member of staff will follow the Holiday Scheme's safeguarding/escalation procedure and seek appropriate assistance.
6. **Children are not permitted to leave the Holiday Scheme independently at anytime.**
7. While the Holiday Scheme staff is sympathetic towards parents who have been unavoidably delayed, late collections will be charged in accordance with our Late Fee Policy.

Record Keeping

- Staff will maintain accurate records of children's attendance and departure. Any significant concern, unusual collection arrangement or incident relating to the collection of a child should be recorded and reported in accordance with the Holiday Scheme's safeguarding procedures.

Responsibilities of Parents/Carers

- Parents/carers are responsible for:
- Providing accurate and up-to-date contact details.
- Providing details of authorised collectors.
- Informing the Holiday Scheme promptly of any changes to collection arrangements.
- Ensuring children are collected by the agreed closing time.
- Informing the Holiday Scheme of any relevant legal or safeguarding arrangements affecting who may collect their child.

Responsibilities of Staff

- Holiday Scheme staff must:
- Remain vigilant during collection.
- Follow agreed collection procedures consistently.
- Never release a child where there is uncertainty about the collector's authority.
- Escalate concerns to the senior member of staff or DSL.
- Prioritise the child's safety and wellbeing at all times.