

Lower Covey Ltd

Established 1929

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October 2021

Collection and Departure Policy

Providers must only release children into the care of individuals named by the parent.

Except where there is reasonable excuse, we must obtain written permission from parents where children are to be picked up by another adult. Usually permissible adults have been included on the child's enrolment form as named adults for collection. Alternatively parents can send an email to the office or a message via Family.

We will only release your child from our care to adults who have permission to collect him or her. We will therefore need you to provide us with a list of people authorised to collect your child. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on Family. 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".

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 us the password. Please discuss with us if you would like to use this system.

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 and a meal.

If we have not heard from you and you are late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If you are very late and we are unable to make contact with anyone we will inform Social 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.