Policy 2.17

Delivery and Collection of Children (including security and Lost Child)

The security of your child is of paramount importance to the staff and management of the Two Wells Community Children's Centre.

The Centre has a security door which requires an access code before entry is allowed. Each family and staff member will be issued with a door code for them to gain entry, and these are deleted when their time here is finished.

If you think you will need to arrange for someone other than yourself to deliver or pick up your child, please ensure that they are clear about the following procedures:

- Each time your child attends the centre you must sign them in and out alongside your child’s name.
- Let staff know when you are ready to leave the Centre, either when collecting or dropping off your child.

Only adults nominated by you on your enrolment form will be allowed to collect your child. Staff must be informed beforehand when someone different is collecting a child, including those listed on the enrolment form. If this person is unknown to staff, they will be asked to produce photo ID eg driver’s licence, and the child’s parent may be called to verify their identity. Staff will then document on the sign in sheets next to the child’s name under ‘notes’ that they have cited the licence and record the licence number and then initial it.

If a person collecting a child is under 18 years of age, a letter stating that the person is “deemed responsible” by the parent, that is signed (full signature required) and dated must be received by the Site Director before the child can be collected from the Centre.

Staff and parents must ensure that all doors are closed behind you when leaving the Centre.

The Centre must be notified of any relevant issues (for example, custody orders). These will need to be sighted and recorded by the Site Director.

If children are not collected by closing time, a nominated emergency person will be contacted.

Parents are reminded of legal requirements to have children restrained in an approved safety seat whilst travelling in a vehicle.

Lost Child Policy

The safety of the children in the Centre is of prime importance to the staff. For this reason, the doors in the Centre are especially made to prevent children from opening them and it is therefore important for parents to ensure that all doors are secure when entering and leaving the building.

When children are taken on excursions, every safeguard is put in place to ensure safety of the children.
Procedure if a child is lost from the Centre

- Report to the Site Director.
- The Director will then organise the staff to search both the inside and the outside of the building, instructing the staff to report back as soon as possible or after 10 minutes.
- If the child has not been found, the Site Director will then call the Police and provide them with all the information they require. Immediately after this, the Site Director will call the parents/guardians and report all that has been done.
- The staff will continue to search the area reporting back in person to the Centre every 15 minutes.
- If necessary, relief staff will be arranged to cover staff while searching.

Procedure if a child is lost on an excursion

- Make all staff aware that the child is missing.
- Assign at least two staff members to remain with the children whilst the other adults search for the missing child.
- Staff searching to report back to the main group in person after 15 minutes.
- Contact Police and Two Wells Community Children's Centre and report steps already taken. The Centre will contact the child’s parents/guardian.
- Await the arrival of the Police and act on their instructions.

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<th>Governing Council Member’s Signature:</th>
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**Two Wells Community Children’s Centre’s Common Seal**

**Date Reviewed:** 23rd March 2012  
**Next Review Due:** July 2013

**Sources:**  
DECD: A Guide to Child Care Licensing. Duties Involved in Operating a Centre  
DECD policy and procedure, Enrolment and attendance policy  