

Child Collection and Non-Collection Policy (VCF0052)

Children and young people have a right to be safe and happy in the activities they, or their parents and carers, choose. Parents and carers have a right to believe that, in entrusting their children to Vauxhall City Farm, they will stay safe from harm.

Vauxhall City Farm is a registered charity that uses the setting of an urban farm to provide therapeutic activities that support children/ young people families and people experiencing disadvantage to boost their confidence and aspirations. Our mission is borne from our vision of an environment where people from all communities are empowered to experience nature to enhance their health, well-being and life chances. We believe that all young people have potential to be responsible members of society: that they should have equal access to quality youth/play work provision and education, and that participation, learning and achievement can have a positive impact on their self-worth. It is therefore the policy of Vauxhall City Farm to take all reasonable steps to ensure the health, safety and welfare of all children and young people involved in our work. This policy should be read in conjunction with our Safeguarding/Child Protection policy.

Purpose

The purpose of this policy is to:

- i. Provide guidance on the agreed procedure for children being dropped-off and collected from activities occurring at Vauxhall City Farm.
- ii. Provide guidance on the agreed procedure for when the assigned adult(s) are unable to collect their child(ren) from activities occurring at Vauxhall City Farm.
- iii. To consistently and continuously ensure the safety and wellbeing of children, adults and staff at Vauxhall City Farm is always upheld, when collecting children from the farm's various projects and programmes.

In our commitment to safeguarding, Vauxhall City Farm commits to:

- i. Parents/carers of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
 - a. email address and telephone number - if the parents/carer do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative
 - b. work telephone number (if applicable)
 - c. mobile telephone number (if applicable)
 - d. name, and phone number of two emergency contacts
- ii. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be best contacted in our Collection Book.
- iii. On occasions when parents are not able to collect the child, they record the name and telephone number of the person who will be collecting their child in our Collection Book, ensuring they have confirmed arrangements in advance.
- iv. Parents/carers are informed that if they are not able to collect their child on time, they must tell us so that we can begin to take back-up procedures.

- v. We provide parents/carers with our contact telephone number.
- vi. If a parent/carer is unexpectedly unable to collect their child they must ring us and provide details of the person who will collect their child. A password will be agreed for that person to provide on collection. We are unable to hand the child over without this.

- vii. If a child is not collected at the end of the session, we follow the following procedures:
 - a. The Collection Book is checked for any information about changes to the normal collection routines.
 - b. If no information is available, parents/carers are contacted at home or at work.
 - c. If a parent/carer has not arrived within 15 minutes of the end of the session, we will try to contact the emergency telephone number recorded on the Registration Form.
 - d. If a parent/carer has not arrived within 30 minutes of the end of a session, we will also charge £10/child per additional 15 minutes that the farm are required to provide appropriate care for a given child(ren)
 - e. Any child(ren) does/do not leave the premises with anyone other than those named on the Registration Form and in the Collection Book.
 - f. If no-one/or no confirmed adult collects the child after 30 minutes and there is no-one who can be contacted to collect the child, we may contact Lambeth Borough Council social care department (020 7926 5555)
 - g. The child stays at the setting in the care of the appropriate members of staff until the child is safely collected either by the parents/carers or by a social care worker.
 - h. Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
 - i. A full written report of the incident is recorded in the child's file
- viii. The Child Collection & Non-Collection Policy is shared with all parents and/or guardians before the commencement of formal activities at Vauxhall City Farm and asked to acknowledge their understanding and compliance with the procedures.