

Willowview ELC



Welcome and Collection Policy, including alternative collections.

This policy was adopted at a meeting of:

Willowview ELC, June 2026.

Our Vision

is to offer high quality Early Learning and Childcare, providing rich learning experiences within a caring and nurturing environment. It is represented through our commitment to our children, families, community partnerships and cultural assets.

Our Values

We value each child as an individual, who bring with them skills, knowledge, views and opinions. We respect all families as partner educators. We listen to, and are responsive to each child, respecting their needs, interests and views.

Our Aims

We aim to learn alongside the children, nourishing their hearts and minds in partnership with families. Connecting with community and culture, cultivating a place for rich thinkers to grow.

On: June 2026

Review Date: June 2028

Signed: Aileen Cameron

Designation: Head of Centre

This policy is informed by the principles of the UNCRC and the Health and Social Care Standards, and current national practice guidance.

the UN Convention on the Rights of the Child

 CONVENTION ON THE RIGHTS OF THE CHILD	Article 3 Best interests of the child Article 11 Abduction Article 18 parental and state responsibilities
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Health and Social Care Standards - My support, my life.

 Health and Social Care Standards My support, my life.	1.0 I experience high quality care and support that is right for me. 1.19 My care and support meets my needs and is right for me. 1.24 Any treatment or intervention that I experience is safe and effective. 3.4 I am confident that the right people are fully informed about my past, including my health and care experience, and any impact this has on me. 3.10 As a child or young person I feel valued, loved and secure. 3.18 I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty. 4.14 My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.
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Statement of purpose.

Willowview Early Learning and Childcare, (ELC) have established procedures welcoming children each day and the collection of children at the end of their session, to ensure a smooth transitions and effective time keeping within our service. The aim of this policy is to ensure the safety and welfare of children by making sure that the responsibilities and expectations are clear when it comes to children being brought to and collected from Willowview ELC.

Willowview ELC is committed to supporting each child's health and well-being. This policy describes the procedures carried out by Willowview ELC. The policy outlines the role of the authorised person, procedures for collections and drop offs. This policy is available to all children, parents and guardians. Willowview ELC review this policy regularly in collaboration with parents, children, and staff.

1.Equality of Opportunity

Willowview ELC aim to always be inclusive.

- The time when Willowview ELC opens for drop off is detailed in the parents/carers handbook, shared with families during enrolment/transition visits.
- It is the parent's/Carer's responsibility to notify Willowview ELC of absences, short days and/or holidays where the child will not be attending.
- All Willowview ELC staff members must be adequately trained and aware of the drop-off and collection procedure.
- The role of the Staff Member(s) for dropping and collection, is clearly understood by all parents as outlined within this policy and procedures and outlined in Willowview ELC's parent's/Carer's handbook.
- A clear agreement is in place between Willowview ELC and parents.
- Willowview ELC will obtain detailed information from parents upon enrolment in relation to the responsible persons authorised to collect their child/children. **Please note the minimum age for a person collecting any child from Willowview ELC is 16 years of age.** It is important to know, a child who is under the age of 16, is too young to be legally responsible if harm comes to the child and parents/carers are therefor still legally responsible. If a parent/carers has left their child with someone who isn't able to take care of them, this could be seen as [neglect](#) under the law.
- Willowview ELC will ensure, at all times, the correct ratios are maintained should a child not be collected on time. Regulations require two members of staff (or a staff member and another adult) to be present at all times when children are on the premises.

- In the event of an emergency and the need for an unauthorised person to collect a child from Willowview ELC, procedures on how to identify the person will be used. Willowview ELC may ask to check identification, (if they are unfamiliar to staff for example). This will be communicated with all families in Willowview ELC parent/carer handbook.

In challenging or exceptional circumstances related to any child during collection from Willowview ELC, all staff will follow Argyll and Bute safeguarding policy and procedures and contact emergency services.

Procedure

Willowview ELC have established procedures when welcoming a child into the setting each day and collection of every child/children, to ensure a smooth transition and effective time keeping within our service. This policy's aim is to ensure the safety and welfare of children, by making sure that the responsibilities and expectations of all parties are clear when it comes to children being brought to and collected from Willowview ELC.

Arriving at Willowview ELC

- All children must be taken into the service where a member of the ELC team will welcome and note attendance.
- Children must not be left in the foyer at any time or left outside prior to the opening of the service.
- On arrival parents/carers should inform the staff of any information that is relevant to their child's day, including who will be collecting their child.
- Drop off time will be shared with parents/carers at the enrolment; it is important where possible that these are respected by all.
- Children must be fully supervised by parents/carers until they have been welcomed by staff at their agreed time.

Collections from Willowview ELC

- Parents/carers must clearly communicate collection needs with staff.
- The parent/carer must provide the name of the person collecting their child.
- The details of each alternative collection are recorded, see appendix 2.
- Children will not leave Willowview ELC until the Authorised Person(s) arrive to collect them.
- At any stage, Willowview ELC, may re-examine and overrule procedures outlined in this policy where it is considered to be in the best interest of the child. This will be clearly communicated with parents/carer.
- A member of staff will be responsible for the checking in and out children during welcome and collection times.

- During enrolment parents/carers will outline who they authorise to bring and collect their child from Willowview ELC.

Please note, Willowview ELC cannot legally with hold a child from a parent named on their birth certificate, unless a Court Order is currently in place stating this. This must be shared with a member of the management team and will be securely stored in your child's personal file.

- All persons authorised to collect children must be known to staff. We may request identification from authorised collectors if they are not familiar to Willowview ELC staff. We will not release your child to anyone who is not authorised without prior consent from the you the parent/carer.
- If an unauthorised person arrives to collect your child from Willowview ELC we will contact you the parent/carer straight away and we will keep your child in our care until we have consent to release your child and we have seen the identification of the person collecting.
- All authorised collectors must be over 16 years of age. In exceptional circumstances Willowview ELC can adjust this requirement. We request that this is discussed directly with management.
- We understand unexpected situations do occur and can possibly impact your ability to collect your child. Where a parent knows they will be late collecting their child after the agreed time, they are required to contact Willowview ELC straight away to make alternative arrangements.
- When a child has not been collected and an adult has not telephoned, then Willowview ELC will ensure two members of staff will remain on the premises with the child until the parent/carer arrives to collect the child.
- If a child is not collected by a parent/carer after the agreed time the service will attempt to contact the parents or the emergency contact persons.
- If a child is not collected at the end of the session/day and the service is unable to contact both the parent/carer and the emergency contacts, the following procedures apply.
 - child will stay at the service in the care of two fully disclosed staff members as they follow procedures outlined in Argyll and Bute's Child Protection Policy and Procedures [Publications, Practice and Guidance \(argyll-bute.gov.uk\)](http://argyll-bute.gov.uk) .
 - A full written report of the incident is recorded using, Argyll and Bute Pastoral Notes system.
- A parent/carer who has been denied access to a child through a court order will not be permitted on to the services premises. (A copy of a Court Order currently in place must be shared with a member of the management team). If any person who has been denied access becomes threatening and

insists on attempting to remove a child from the service, a member of the management team will call emergency services 999.

- Willowview ELC will not release a child who is deemed to be at risk, if a parent or authorised person arrives at the service and staff are concerned that they are in an unfit state, for example due to drugs or alcohol. Staff will explain their concerns to the parent/carer or the authorised person who is unfit and will contact the other parent/carer or a person from the emergency contact/s. If the parent/carer refuses assistance and insists on taking the child with them and the staff believe the child may be at risk, a member of the management team will call emergency services 999.

All Establishments have a duty of care to ensure the safety and wellbeing of both children and early years staff.

Monitoring of this Policy

It will be the responsibility of Willowview ELC Head of Centre to ensure that all staff, including new or temporary staff, are familiar with this policy and to monitor that it is being implemented. This will be reviewed through both formal and informal observation of staff practice.

Appendix 1

NOTICE OF ALTERNATIVE COLLECTION – only to be completed for individuals not detailed on the child's registration information.

CHILD'S NAME	DATE	PERSON COLLECTING	ALTERNATIVE COLLECTION AUTHORISED BY: (PARENT/CARER)	ALTERNATIVE COLLECTION INFORMATION RECORDED BY (STAFF)

	please ✓
Establishments agreed procedures for releasing child have been followed?	
If person is unknown to staff ID checked by:	

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[illegible]

