



Early Learning and Childcare Centre

UNCOLLECTED CHILD POLICY

Standard 1: I experience high quality care and support that is right for me.

Responsive care and support needs

Choosing my care and support

1.18 – I have time and any necessary assistance to understand the planned care, support, therapy or intervention I will receive, including any costs, before deciding what is right for me.

Standard 2: I am fully involved in all decisions about my care and support.

Be included

2.14 – I am fully informed about what information is shared with others about me.

Standard 3: I have confidence in the people who support and care for me.

Dignity and respect

3.9 – I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.

3.10 – As a child or young person I feel valued, loved and secure.

Responsive care and support

3.14 – I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.

Wellbeing

3.20 – I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.

Standard 4: I have confidence in the organisation providing my care and support

Dignity and respected

4.1 – My human rights are central to the organisations that support and care for me.4

Responsive care and support

4.14 – My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

4.22 – If the care and support that I need is not available or delayed, people explain the reasons for this and help me to find a suitable alternative.

Wellbeing

4.23 – I use a service and organisation that are well led and managed.

- If a parent / carer is going to be late to collect their child / children, they are expected to contact Ferryfield to inform staff of the situation. They should provide an explanation of why they will be late and a time they are expecting to arrive at Ferryfield.
 - This information is required so that staff are able to reassure the child someone is on their way to collect them and how long they are expecting to be.

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Scottish Charity Number SCO02153

- In the event a child is not collected at their usual collection time, and no explanation is forthcoming, the child will be kept at Ferryfield and phone calls will be made to the child's parents / carers and / or the relatives / friends listed on the registration form.
 - This is to enable staff to ensure there has not been an accident involving the parent and that someone can come and collect the child.
- A 'late collection fee' will be added to the next bill, for every part of an hour the child remains uncollected. At time of writing the current rate is £2.70 per hour.

If we have been unable to contact any of the above persons by half an hour after a child's expected collection time and staff are unable to contact someone to collect the child, Fife Council Social Services will be contacted and their advice will be followed.

- In cases where there are persistent late collections, we reserve the right to make a late collection charge of £20 per each part hour, to cover additional staff costs.

Adopted by the Committee

Date

August 2019