Dropping off and collection policy

Dropping off

If you intend to arrive at a different time from the contracted one, please let me know in advance.  If you unexpectedly arrive early, I may not be ready to care for your child.  If you are late, I may not be able to wait for you as I have nursery/school runs to complete or arranged outings therefore you may have to wait outside until I return.

It is not a problem if you would like to drop off later or collect earlier. I will always be at home when a child is due to be dropped off or collected but outside these times, you may have to come to where we are.  It is not fair for the other children to miss out on our regular groups or cut short an outing because your child will be dropped off late/collected early.

Collection

 If you are delayed, for whatever reason please contact me and let me know when you expect to arrive.  I will normally be able to accommodate the additional care; however, if I am unable, I will contact other adults from the authorised list and arrange for them to collect your child.  I will reassure your child that you are on the way.

**If a child is not collected within 30 minutes and I have not heard from the parents, I will try contacting them, I will then try the emergency contact numbers.  During this time, I will continue to look after the child.  After one hour from the original agreed collection time, if I have not heard from the parents or emergency contact, I will contact the Local Authority duty social worker and follow their advice.**

If you need to change your contracted hours, please discuss this with me.  It is usually 4 weeks' notice to change the terms of our contract, however, an immediate change may be possible.   I reserve the right to charge a £5 admin fee to cover the cost of the new contract and my time completing it.

Unauthorised overtime

My working day begins when my first child is contracted to arrive and finishes when my last child is contracted to leave this can change daily.

Currently, my working hours are:-

Monday 8am to 6 pm

Tuesday 8am to 6pm

Wednesday 8am to 6pm

Thursday       8am to 6pm

Friday         8am to 6pm

Outside the above times, it is my personal and family time.  I would be grateful if you could please respect my personal/family time by not arriving early or collecting late.  I appreciate there are times when you may need to drop off earlier or collect later and I would be grateful for as much advance warning as possible.  If discussed in advance, I will do my best to accommodate your requirements.  However, any unauthorised overtime may be charged at £5 for every extra 15 minutes

Who can collect your child/children?

The question of who can collect children from my home has been recorded in the contract.  Those who are not named will not be able to pick up the child.  If there is an emergency situation and a known person cannot pick up the child, then I would operate a password system and would appreciate (where possible) a photograph of the adult picking the child up.

If parents are divorced or separated, under the Children Act 1989 parents do not lose their rights of contact with their children unless a Court Order has been issued, therefore it is crucial that I am informed of this.  I do not have the right to prevent a separated parent from collecting their child if a Court Order is not in place.

If I suspect or know that a parent is likely to be violent or unfit to take the child, I am within my rights to keep the child until the other parent arrives.  This is justified under Section 3(5) of the Children Act, which states that a person who has care of a child may ‘do what is reasonable in all circumstances of the case for the purpose of safeguarding the child’s welfare’.