



Beehive centre CHILD COLLECTION POLICY

Reviewed: April 2024

Review date: September 2024

EYFS (2017) - 3.62: Providers must only release children into the care of individuals who have been notified to the provider by the parent and must ensure that children do not leave the premises unsupervised. Providers must take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors.

At Beehive centre, we believe the welfare and safety of all children in our care is of paramount importance.

Only the authorized parents, carers, or other named persons on the child's personal details registration form will be allowed to collect the child. The door intercom and access are situated at the reception desk and from here staff have a full view of the person before opening the door. Staff does not allow an unknown person to enter the premises without verifying their identity and reason for visiting the centre.

For every child attending the centre, a list of emergency contact numbers is kept on our management information system.

Only parents and carers listed on the child's forms are allowed to collect them from the centre. If there is the odd occasion that a person unknown to the centre will be collecting the child, then the parent must inform staff via email detailing the name of the person collecting and a photo or description of that person. We ask parents to provide a confidential password, which must be used when someone unknown is collecting the child.

Should a parent/carer wish to nominate someone new to collect their child from centre regularly they need to update their child's personal record form and provide a photograph.

Parents/carers must keep us informed of changes in contact details. This can be done directly by parents/carers to staff or via email.

UNCOLLECTED CHILD PROCEDURE

If a parent/carer is running late to collect their child by their scheduled time or will not be able to get to the centre on time as expected, then the following procedure must be followed:



- A phone call or email must be made by the parent/carer to the Centre before their pick up time to inform the staff of how late the parent/carer thinks they will be.
- If alternative arrangements have been made for the child's collection the parent must ring the centre and, where possible, speak to the director. Where this is not possible, an email must be sent giving consent and the details for an alternative person to collect their child.
- Should a child not be collected after 10-15 minutes past pick up time, a member of staff will endeavour to contact the parent/carer using the contact information on their profile.
- If the parents/carers are not contactable, the other adults who are authorised to collect the child will be contacted using the numbers recorded on the child's file.
- At least two suitably qualified members of staff will remain on the premises with the child until the person collecting the child arrives.

LATE COLLECTION CHARGES

Should a parent be late in arriving at the Centre to collect their child, a late charge will apply. These are listed below and will be added to the client's next invoice.

- £10 per every 15 minutes.

If the parents, carers or any other adult responsible cannot be contacted, we will take into consideration all the individual family's circumstances and once a reasonable time has elapsed, the Family Services Front Door Service will be contacted.