# Brockham Arts Club – Collection & Parent Conduct Policy

Effective from: July 2025
Next review: July 2026

## 1. Statement of Intent

At Brockham Arts Club, safeguarding is our highest priority. We have strict procedures in place to ensure every child is safely collected by an authorised adult and that the handover of care is clear and secure. This policy outlines our expectations around collection, access to the venue, and appropriate parent conduct.

## 2. Collection Procedure

- Children must be collected promptly at the end of the session by a parent, carer, or named adult listed on the child’s registration form.
- Staff will handover each child individually, confirming the collecting adult's identity where necessary.
- If someone else is collecting your child, you must inform us in advance (by email, phone, or in person). We may ask for a password or ID if we haven’t met them before.

## 3. Entry to the Venue

- Parents/carers are not permitted to enter the venue unless explicitly invited by a staff member.
- This ensures that staff can maintain full control of the environment and safely manage the handover of each child.
- Please wait at the designated collection point and a staff member will bring your child to you.

## 4. Late Collection

- If you are running late, please contact us as soon as possible.
- Repeated late collection may result in additional charges or a review of your child’s place at the club.
- In line with our safeguarding policy, if a child is not collected within 30 minutes and no contact is made, we may be required to inform Social Services.

## 5. Photography and Filming

- Photography or filming during pick-up is strictly prohibited, including taking pictures of your own child.
- This is to protect the privacy and safety of all children attending.
- We occasionally take photographs for promotional purposes, but this is only done with written parental consent and under strict controls.

## 6. Behaviour and Conduct of Adults on Site

We expect all parents, carers, and family members to behave in a respectful and supportive manner when on or around the premises.

Unacceptable behaviours include (but are not limited to):
- Aggressive, rude, or intimidating language
- Ignoring staff instructions (e.g. entering without permission)
- Disregard for safety rules or staff guidance
- Use of mobile phones or loud calls near children

Any concerns or complaints should be raised respectfully and through the appropriate channels.

## 7. Emergency Contacts and Changes

- Emergency contact numbers must be kept up to date.
- Any changes to collection arrangements must be communicated in advance.
- Staff must be informed of any court orders or custody arrangements relevant to your child’s collection.

## 8. Safeguarding and Reporting Concerns

If a staff member is concerned about the welfare of a child during collection (e.g. if a parent appears intoxicated or a child is distressed), we have a duty to act in line with our Safeguarding Policy. This may involve delaying handover or contacting relevant authorities.

## Contact

If you have any questions about this policy or need to update collection arrangements, please contact us at:

📧 brockhamartsclub@outlook.com