

# FIRST BRIDGE CENTRE



## CHILD COLLECTION POLICY

*J Conduit*

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Director/Nominated Person

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## CHILD COLLECTION POLICY

*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 First Bridge Centre, we believe the welfare and safety of all children in our care is of paramount importance.

Only the authorised 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 is situated at the reception desk and from here staff have a full view of the person before opening the door. Staff do not allow an unknown person to enter the premises without verifying their identify and reason for visiting the centre.

For every child attending the centre, a list of emergency contact numbers are kept on our management information system, FamLy. Full emergency contact details are also recorded on each child's personal record form in their file.

Only parents and carers listed on the child's file are allowed to collect them from the centre. We ask parents to provide a confidential password, which must be used when collecting the child.

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, their mobile number and a photo of that person. The password on file must know the password and share this with staff before the child is released to their care.

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 in using the FamLy app and provide a photograph.

Parents/carers must keep us informed of changes in contact details. This can be done directly by parents/carers through the FamLy app.

The welfare of the child is our main priority and we therefore will not allow a parent/carer to leave the premises with the child if we believe the parent/carer is under the influence of alcohol or other harmful substances. If this occurs, we will contact the next person on the child's collection list and request for them to collect the child instead.



### **Uncollected child procedure**

If a parent/carer is running late to collect their child by 4pm or will not be able to get to the centre on time as expected then the following procedure must be followed:

- A phone call must be made by the parent/carer to the centre staff line before 4pm 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 office number and, where possible, speak to the Centre administrative officer or the Headteacher. 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 by 4:05pm, a member of staff will endeavour to contact the parent/carer using the contact information on file.
- 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.
- UNDER NO CIRCUMSTANCES will a staff member take the child home with them.

### **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.

- £15 for the first ten minutes
- £15 per every further 10 minutes or part thereof that the child remains uncollected.

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

**Family Services Front Door Service**                      **0208 753 6600**

**Ground Floor, 145 King St,**                      **0208 748 8588 (out of hours)**  
**Hammersmith, W6 9XY**