



PROCEDURE DOCUMENT

Procedure title: **CHILD COLLECTION PROCEDURE**

Last reviewed: July 2017

Document control

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<i>Lead person:</i>	Elaine Martin
<i>Checked by: Paul Simpson</i>	July 17
<i>HR: Sally Jobling</i>	July 17
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BARTON HILL SETTLEMENT – CHILD COLLECTION PROCEDURE

PROCEDURE

The safety and security of all children at the Family Centre is our primary concern. The following procedure has been drawn up to ensure that this is maintained.

- Only people named on the child's registration form will be allowed to collect the named child, unless other arrangements have been made (see next point).
- If a named person cannot collect the child they are responsible for, the parent/carer must inform staff who will be collecting, and give consent, through a letter if possible, with clear description and contact details including address and telephone number of the responsible person.
- If a letter cannot be provided (through lack of notice, etc.), a password can be used. The parent must specify the password to Family Centre staff in advance, and the person responsible for picking the child up must provide the matching password when before being allowed to collect the child.
- If possible we would like to meet the person collecting in advance, enabling the staff to feel confident about the child leaving safely and happily.
- In the instance of an unknown/unnamed adult coming to the Family Centre to collect a child, they will be asked to wait while contact is made with the main carer. If this is not possible they will be requested to wait until contact can be made. On no account will a child be allowed to leave the premises with an unauthorised person.

It is the parent/carer's responsibility to collect their child on time. If they are delayed in any way they must contact the Family Centre.

Non- Collection Of Children

It is the responsibility of the parents/carers to collect their child on time. If they are delayed, they must make arrangements for another person to come. If this isn't possible they should contact the Family Centre to keep staff informed.

If any child in our care is not collected after the end of a session and the parent/carer has not contacted the Family Centre, the procedure is as follows:

1. We will telephone the main contact for the child, including mobile and home number.
2. If there is no response, we will telephone other contact numbers.
3. If there is no response from the other contact numbers and the child has not been collected after a period of an hour, we will inform the Settlement Duty Manager. We will also contact the relevant Social Work team and the child may be put in their care. If this happens, Family Centre staff will place a note on the Family Centre door advising the parent/carer to speak to Reception staff, who will explain the situation.