

## **Home-Grown in Malvern** **Dropping off and Collection Policy**

### **Dropping Off**

Please let us know in advance if you intend to arrive at a different time from the contracted one. If you arrive unexpectedly early we may not be ready to care for your child. If you are late, we may have set off to take children to school and will not be able to wait for you. Please discuss with us if you need to change your contracted hours.

### **Collection**

We will only release your child from our care to adults who have permission to collect him/her. We will therefore need you to provide us with a list of people authorised to collect. It would be helpful, if they are not known to us, to include a description or a photograph for us to keep on file. Also in the event of an emergency and you/ or an authorised adult are unable to collect your child, if previously arranged with us, we can operate a password system. This system operates by allowing an unauthorised adult to collect your child by giving a correct password in which we would have previously discussed and agreed on. If you would like to use the password system then please come and discuss the matter with a member of staff. All members of staff will be made aware of the password in order to make sure your child is handed over to the trusted adult safely.

### **Uncollected Children**

It is important that you arrive at the contracted time to collect your child. Generally, children know when their parents are due and they can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed, for whatever reason please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care, however if we are unable, a member of staff will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary organise additional activities and a meal.

If we have not heard from you and you are very late we will try and make contact with you. We will also attempt to contact the emergency numbers provided. If we are unable to make contact with anyone we will inform Social Services and follow their advice.

We reserve the right to make an additional charge for late collection.

Signed:

Date Reviewed: