DROP-OFF AND COLLECTION POLICY

Dropping Off

The opening hours of the setting are between 8am and 6pm. Doors will not be opened before 8am due to restrictions of our insurance and tenancy agreement.

On arrival at the setting, please ring the doorbell and await a member of staff to let you in. Please take your child to their designated room and ensure the room staff are aware of your arrival so that they can warmly greet you and your child and get them settled. Please ensure you put the child's belongings in their designated space so that staff and your child know where it is during the day.

If you have any information that needs to be shared with the staff, such as accidents that have happened at home, medication taken or required or just a concern you would like to discuss, please find your child's key carer. If they are unavailable, another member of staff will be happy to help you.

We fully understand that leaving your child can be a distressing time for both you and your child. Your child's key-carer will warmly engage with your child on arrival and encourage them to say goodbye to you and join the room and the activities available. It is important then that you say goodbye and try to leave as promptly as possible to reduce the stress to you both, as lingering will normally just make it harder for you both. Our staff are here to help both you and your child and if you feel uneasy or upset about leaving your child, please don't hesitate to talk to us, we are here for you too!

When arriving at the setting for 8am drop-off, we ask that you do not arrive more than 10 minutes before the session starts. This is to allow staff the arrive and maneuver their cars so that they can park as closely together as possible, to allow more space for parents to park during peak times when the car park gets very busy.

Collection

We ask that you arrive to collect your child at least 15 minutes before the end of their session to ensure you have enough time to collect your child and discuss any issues with their key carer before the session ends. Children leaving at 1pm will need to be collected promptly to ensure there is no over-lap into the afternoon session as this will affect the staff:child ratios for our afternoon sessions. Sometimes delays are unavoidable. Therefore, if you are delayed, for whatever reason, please contact the setting as soon as possible and let us know when you expect to arrive. We will do our up-most to accommodate the additional care, however if this is not possible and you are likely to arrive after closing hours, you will be expected to arrange for someone from the authorised list in your child's record to collect your child as soon as possible. If being late becomes a regular occurrence, this being more than 10 minutes late more than once in a 3 month period, with no satisfactory explanation, you will be charged a late collection fee of £20 per hour outside of contracted hours. The contracted hours may also be evaluated.

The setting will only release your child from our care to adults who have permission to collect them. If you wish for your child to be collected by anyone other than the usual person, please let a member of staff know as soon as possible so that we are aware of the situation. We will require you to tell the person collecting your security password so that we can ensure the person has your permission and they will be required to show photo identification. If someone arrives to collect your child, even if they are on your authorised list, and we have not been informed, we will call you to ensure you have given permission. They will also be asked for photo identification, so please ensure you give us their full name prior to their arrival. If an authorised person does not collect regularly, please ask them to be prepared to show ID again, as not all staff work all week and may not have met them before.

In the case of non-cohabiting parents, we are not able to prevent either party from collecting their child, even if this is against the other party's wishes; unless there is a legal reason as to why this is the case (in which case we will need to see evidence of this). The setting has no right to prevent a parent from collecting their child.

Uncollected Children

If you are more than 15 minutes late and we have not been informed we will call you to ascertain an estimated arrival time. If we are unable to contact yourselves regarding the collection of your child we will begin contacting your designated emergency contacts and asking them to collect your child for you. If we are still unable to arrange collection of your child, we will contact Bedford Borough Multi Agency Safeguarding Hub (MASH) for further guidance and arrange for someone to take your child into temporary care. This is an absolute last resort but we are legally required to safeguard your child's well-being.