



Collection Policy

Children are to be collected by parents/carers/nominated collectors promptly at the end of each session. The after-school session ends at 17.45 pm.

Parents should press the buzzer on the green gate. A member of staff will answer and allow entry to the premises. Parents must close the gate behind them when entering and exiting the premises.

At the point of registration, the parents/carers must record who will be collecting their child on a regular basis. Those who have parental responsibility are permitted by law to collect their child; unless a court order has been issued and a copy has been given to the Club Manager.

Those with parental responsibility are legally allowed to pick up their child, as long as both parents have been introduced to the Club.

In the event of an emergency/unplanned collection, by a previously unspecified person, staff will phone the child's parent and ask for a password.

In the event that the parent/carer is going to be late collecting their child, they must advise the Club Manager by telephone 0151 3456364 before the end of the session.

Uncollected child

- Staff will wait five minutes at the end of the session before telephoning the child's parents/carers
- If parents/carers cannot be contacted, staff will call the emergency contact numbers
- Staff will continue to try to make contact with parents/carers for a further 30 minutes.
- If there is still no contact with the child's parents / carers, staff will contact Careline on 0151 233 3700 for further advice. A report will be sent to Ofsted.

Drugs and Alcohol

In the event of a parent/carer/nominated collector being under the suspected influence of drugs or alcohol at the time of collection, the following guidelines will apply.

- We will manage the incident tactfully to ensure that the professional working relationship with the family is maintained.
- If a member of staff has any concerns regarding the child's welfare they will immediately report this to the Club Manager, who would then endeavour to speak to the parent/ carers about the child's needs. We will ensure that there are two members of staff present when speaking to the parent so that staff should not jeopardise their own safety or others in these situations.
- In the event that the parent/carer/nominated collector arrives at the Club under the influence of alcohol or drugs, we will phone another family member / nominated collector to come to Club and collect the child.
- If we cannot find an alternative nominated collector, although we have no legal right to withhold a child from a parent/carer/nominated collector, we however reserve the right to contact any relevant authorities that we may feel appropriate
- Any member of staff feeling under threat will contact the police. Pavilion operates a zero tolerance policy for threatening/aggressive behaviour, and such behaviour could result in an exclusion from the premises.
- A full written report will be made of the incident.

YOUR CHILD'S SAFETY IS OUR MAIN CONCERN AND AS SUCH, THIS WILL DETERMINE THE COURSE OF ACTION TAKEN.

This policy was adopted in September 2021.

It will be reviewed annually or as required.

Last updated: 09.11.22

Signed on behalf of the committee:

Signed by Club Manager: