# STRATTON PLAYGROUP

# 1 Procedure for Answering the Door and for the Collection of Children

At Stratton Playgroup, to ensure the safety of all children and staff, the following procedures must be adhered to:

Answering the door

Only a member of staff should open the door. The person who opens the door must always identify the caller and identification needs to be sought if the caller is not recognised, i.e. name, reason for call, name of person whom the caller is here to see, employment card. Before granting a caller access, always check with an authorised person. Never grant access to anyone who is not known. **Always** ensure that the door is locked.

Visitors

Any visitors must sign a visitors’ slip with times of arrival and departure, and reason for visit.

Deliveries

Any delivery drivers are asked not to enter the premises, but to stay within the pathway area only, and ring the bell for a member of staff to go and take the delivery.

Authorised Collectors

Each child must have at least two authorised collectors. If another person is to collect the child, parents must notify playgroup and fill in the collection book. In the case of an emergency, parents must notify the playgroup by telephone and the member of staff taking the call should enter details into the book. The manager must be informed of any change in collection arrangements.

Persons prohibited from collecting children

If a different person calls to collect a child, and the parents have not informed the playgroup of this, then the parents’ permission must be obtained by telephone before handing over the child.

Procedure:

* All staff should be aware that some children are not allowed to come into contact with members of their own family.
* In such circumstances a register is kept of each child and the names of those family members with whom that child is forbidden contact.
* If one of these family members should call at the playgroup they must not be granted access and an authorised person must deal with the situation and ensure that no contact is permitted.
* The child’s primary carer must be informed of the incident immediately.
* If the person trying to collect has parental responsibility, we cannot stop them, but must make every effort to delay them, until the child’s primary carer is informed.
* The police may be called if there is any confrontation.

This policy was adopted at an open committee meeting of Stratton Playgroup

Held on

**23/11/2022**

Signed on behalf of the committee