**Handover Policy and Procedure**

Ward Andrews offers a hand over facility to families who have used the service as part of moving on to the next stage.

We offer three handovers free of charge as it is expected that this will be a temporary arrangement and that handovers will take place in the community in a public place or via a third party.

Where safety is an ongoing concern and an alternative venue cannot be found then we can offer handovers for an extended period however we have to charge a £10 handover fee as two members of staff need to be on the premises. We can only offer handovers during the time we are normally open.

We ask that hand over times do not clash with the start and finish times of our contact sessions and would prefer them to be at 15 minutes past the hour for pick up and 45 minutes past the hour for collection.

The procedure for handover is as follows:-

The parent and child(ren) arrive first and waits in the waiting area. The parent collecting the child can remain outside or in inclement weather enters the building and handover takes place in the reception area with a member of staff taking the children from one parent to the other. If more convenient the parent collecting the child can telephone from outside the building and the child will be taken to their car by a member of staff.

Once the parent who has collected child has vacated the area the other parent can leave the building.

This procedure can be reversed if this meets the need of the parent or child for example if the parent collecting the child is going to remain in the building for a short while to settle the child or to ensure the child is ready for travel or give the child a break between long journeys.

Upon return the parent with the child needs to be in the building with the child at least 10 minutes prior to handover and the parent collecting the child needs to arrive on time.

If either parent is running late, they can contact the centre and the other parent via text.

We hope to work towards parents being able to hand over the child(ren) without our assistance in future and therefore encourage the parents to handover to one another when they feel comfortable to do so. A member of staff will be present to ensure the safety and that the handover process is not difficult for the child.

It is our view that it is better for the child if issues are not discussed at handover and therefore if issues need to be discussed these need to be discussed elsewhere or when the child has left the building. We actively encourage the use of a contact book or parenting app where messages can be written regarding the child’s routine, development, health and education.

10.06.19 DW