**Authorised Personnel and Collection of Young Person Policy**

To ensure the safety of all young people and staff the following procedures must be followed.

1. **Answering the door:**  
   **1.1** The person who answers the door must be able to identify the adult collecting the young person and if they are unable to identify them they must ask for a name, reason for call and the name of the young person they wish to collect. Staff must never grant access to anyone who is unknown. If any caller is granted access into the service, they must be accompanied by a member of the Team Motivate team at all times.

**1.2 Visitors**Any visitors such as, handymen, cleaners, assessors etc. must fill in the daily visitors register on arrival and must be accompanied by a member of the Team Motivate team throughout the visit.

1. **Authorised collectors:**Every young person must have an authorised collector (as specified on our registration form). An authorised collector is not a Parent/Guardian – it is a person that the Parent/Guardian gives permission to collect and care for their young person. If another adult has to collect a young person, parents/carers must inform the Team Motivate team and provide us with satisfactory details of the person.
2. **Persons prohibited from collecting a child:**If an adult unknown to the Team Motivate team calls to collect a young person, and the parents/carers have not informed the team of this, then the parents’/carers’ permission must be obtained before allowing the young person to leave with the adult collecting. All staff should be aware that certain young people may not even be allowed to have contact with people within their own family. In such circumstances Team Motivate staff members must check the young person’s registration form for a list of names for the person/people who are forbidden to have contact with the young person. In the case that one of the people listed should call to collect the young person they must never be granted access to the building. The senior member of staff on that day will deal with this situation and ensure that no contact is permitted. The young person’s primary carer must be informed immediately of the incident.