



ELHAP – A SPECIAL NEEDS ADVENTURE PLAYGROUND
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Answering the Door and the Collection of Users Policy

To ensure the safety of all users and staff the following procedures must be adhered to:

1. Answering the door

The person who answers 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 the person whom the caller is here to see, identification etc. Before granting a caller access always check with an authorised person. Never grant access to anyone who is not known. If a caller is granted access, that person or persons must be supervised by a staff member throughout their visit.

2. Visitors

Any visitors, such as sales people, college assessors, gardener, handyman, must fill in the daily register on arrival. All visitors must be supervised throughout their visit by a staff member.

3. Authorised collectors

Each user must have at least two authorised collectors (as stipulated in the ELHAP registration form). If another person is to collect the user, parents/carers must notify the ELHAP and provide ELHAP with adequate details in order to satisfy the senior member of staff.

4. Transport Drivers and Escorts

Any user being collected by pre-arranged transport (Dial-a-ride, Council transport etc) must be collected by either the driver or escort. Unless pre-arranged and agreed, users will not be handed over unless an escort is provided.

All escorts and drivers must show appropriate identification prior to any user being placed in their care.

5. Persons prohibited from collecting children

If a different person calls to collect a user, and the parents/carers have not informed ELHAP of this, then the parents'/carers' permission must be obtained before handing over the user.

All staff should be aware that some users are not allowed to come into contact with members of their own family. In such circumstances a register is kept of each user and the names of those family members with whom that user is forbidden contact. If one of these family members should call at ELHAP they must not be granted access and an authorised person must deal with the situation and ensure that no contact is permitted. The user's primary carer must be informed of the incident immediately thereafter.

**Implemented by the ELHAP Board of Trustees
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