

Mistley Kids Club

Arrival and Departures Policy

This policy is in place to ensure the safety of each child as they arrive at Mistley Kids Club and to ensure all children depart safely at the end of their session.

When parents/carers are present in the building they are responsible for the care and wellbeing of their children.

Arrival of Children

As children arrive in to club Mistley Kids Club staff will:

- Immediately record a child's arrival time in the daily attendance register.
- Greet parents/carers and request any information from parents/carers regarding a child's wellbeing which parents/carers feel needs to be shared with staff.
- Record any specific information provided by the parent/carer which will support the child's wellbeing whilst they are in our care.
- Ensure that where a child requires medication during the day the parent/carer has completed a medication form in line with the Accident Illness and Medication Policy.

Departure of Children

- On no account will staff hand over a child to anyone other than the known parent/carer unless an agreement has been made at the time of arrival of the child that an alternative adult will be collecting the child.
- On departure each child will immediately be signed out by a member of staff on the daily register to show that the child has left the premises.

Where a parent/carer has informed and agreed with Mistley Kids Club that an alternative named adult will be collecting the child Mistley Kids Club staff will ask parents/carers to ensure that the following is in place:

- Parents/carers have informed staff the parents/carers will not be collecting their child at the end of the session and have informed staff about the adult who will be collecting the child. Only persons age over 16 years will be allowed to collect a child unless that person is the child's sibling previously agreed by the parent.
- Parents/carers have provided staff with a description of the person who will be collecting the child, their name and relationship to the child.
- Parents/carers will have in place an agreed password which staff will use to identify that the person collecting the child is the right person.
- Where possible parents/carers will bring the alternative person into the club prior to them collecting a child to introduce them to staff; this will help with identification at a later date when required.

Mistley Kids Club recognises that in extreme circumstances there may be an occasion when a parent/carer does not arrive to collect a child and has been unable to notify staff that an alternative adult will be collecting their child. Under those circumstances' staff will undertake the following steps:

- In the first instance, Management will attempt to contact the parent/carers named on the registration form and obtain verbal verification of a named adult who can collect the child.
- If they are not able to contact the parent/carer they will then contact all those named on the registration form as emergency contact adults and make arrangements for the child to be collected.

If staff fail to contact anyone named on the registration form, they follow the procedure below.

- If any child remains after 6.30pm, after doing everything possible to contact the parent and emergency contacts, then we will be legally required to contact Social Services and the local police as per our uncollected child policy. We have a duty of care and are responsible to safeguard all children, if we consider any person collecting a child is unsuitable, we will contact the parent/carer or other authorised person to come and collect the child. This includes any person coming to collect a child who appears to be under the influence of drugs or alcohol.
- Children must also not be left at the club before 8.00am (during holiday times), as we are not covered by our insurance policy outside of these hours. Therefore, any early drop-offs or late pickups will be charged at the rate of £15.00 per child per fifteen minutes or part thereof to cover the costs of the two staff that are legally required to stay with your child. All children need to be collected from the club by 6.30pm during term time or 6.00pm during school holidays
- We cannot emphasise enough the regulations concerning our dropping off and picking up times. In the case of family disputes, we cannot withhold a child from one of the parents without seeing court papers (a copy will be kept on file for reference).