



Arrivals & Departures

PopSoc aims to welcome each individual child into the club in a warm, friendly and positive manner and intends to ensure the safe departure of each child at the end of the session or when collected by their parent(s) or guardian(s).

Admissions

The Manager, or in the case of the Manager's absence, the Deputy, has the responsibility of ensuring that the register shows clearly a record of all of the children in the club and all the people on the premises. This includes noting the times of arrival and times of departure in the register. The register will be kept in an accessible location on the premises at all times.

Records of daily registers should be kept by the club for at least three years.

Arrivals

For Breakfast Club and Holiday Club sessions, as children arrive with their parent/carer they will be marked in the register. Parents will be asked to sign the register to confirm that their child is present and also to note beside this the time of arrival.

For the After School sessions, as children are collected at the school their attendance will be recorded in the register. Staff members will take the appropriate register to the halls when collecting the children. Should any children arrive at the club individually, after extra-curricular activities, for example, Playworkers will immediately record this in the register.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication form. Further details of this procedure are contained in the club's Health, Illness & Emergency Policy.

Departures

During Breakfast Club sessions children will be taken to school in time for them to start their day – this will be 8:40am for the Juniors, 8:45am for the Infants. The Playworkers must always wait for the Juniors to enter the school before departing. Infants will then be taken through to the Infant hall where the Playworkers will read a story or play a game until it is time to go to their classrooms. Children to go to nursery must be delivered to the door and waited with until 9am.

To ensure that children are delivered at the correct time, the Playworkers must ensure that all children are dressed and ready to leave by 8:35am.

The club anticipates that normally each child will be collected by their parent(s) or carer(s). In this case the adult will be invited onto the premises to collect the children and their belongings. The parent/carer will be asked to sign the register to indicate that they have taken their children and will be also asked to note the time of their departure.

Children are permitted to leave the club on their own in order to go to the school or to the community centre only with prior written consent and verbal confirmation of parents and as long as the children are over eight years of age. Such arrangements will be a matter of discussion between the Manager and the parents with the additional support of the Management Committee and will be based on an understanding of the child's age, maturity and previous experience.

It is the responsibility of the parents to inform the staff if their child is to be collected by another adult for either one session or for a group of sessions. The adult nominated to collect the child must be an authorised collector named on the child's Registration form or, in case of emergency, must have a pre-arranged password that only the parent/carer, Manager and collector knows. Only adults – aged 16 years and over – and with suitable identification, will be authorised to collect children.

In the event that an adult arrives to collect a child without the parents giving prior consent the adult will not be allowed to remove the child from the premises and the staff members will immediately contact the parent or carer of the child.

Children must be collected promptly at the end of a session. If a child is collected within fifteen minutes of the end of the session a further charge of £10.00 will be made for each child. For every fifteen minutes thereafter a further £10.00 will be charged per child. The club has to pay two members of staff to stay with the child until they are collected.

The Management Committee reserves the right to cancel registration if a parent is persistently late in picking up their children.

Contact must be made by telephone if the parent is unable to collect the children by the end of the session. This should be in emergency cases only, and the above charges will apply. In emergency situations the Manager will make all attempts possible to contact a parent/carer using the contact telephone numbers the parents have provided. If the Manager is unsuccessful they will act in the child's best interests. This may include contacting the Children's Services' Out Of Hours team to take responsibility for the child.

In the event that a parent is late for collecting their child, Playworkers should wait patiently with the child for a period of fifteen minutes before making contact. Playworkers should keep the child occupied so as to relieve any anxieties arising from the lateness of collection.

If fifteen minutes have passed without contact from the parent/carer, Playworkers will follow the contact procedure below (see flow diagram, a copy of which is kept on display in the club):-

- ∇ Telephone the parent/carer who is expected to collect the child first.
- ∇ If unable to reach the parent/carer, try contacting their partner or another family member.
- ∇ If unable to contact partner or family member, try contacting a friend, distant relative or work colleague – only as and when their details appear under the emergency contact section of the Registration form.
- ∇ If still unsuccessful in contacting anyone listed in the Registration form and one hour has passed, contact the Children's Services Out Of Hours Team for advice. If advised, contact the Police.

In this situation, Playworkers are to remain calm at all times, reassuring the children that someone will be with them shortly, keeping them occupied with activities.

Playworkers must never show any frustration or annoyance at a parent's late or non-attendance in front of the child. This will only exacerbate their worries.

Playworkers will ensure that a minimum of two staff members remain behind with the child at all times until the situation is resolved.

Playworkers must record all situations with regard to late arrival or non-attendance of a parent/carer, noting down times and persons contacted in the Incident Book. The Children's Services Out Of Hours Team or the Police may request this information.

Parents are reminded that the club is no longer responsible or insured for incidents occurring after the session has finished (6:00pm).

Absences

If a child is going to be absent from a session, parents must inform the club in advance.

If a child is absent without explanation for an after-school session the staff will telephone the parents at the first opportunity.

Regular absences from the club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The club and its staff will always try to discover the causes of prolonged and unexplained absences.

Procedures For Escorting Children Between School & The Club

In preparation for escorting children between the school premises and the club, the Manager and Deputy will ensure that a thorough risk assessment of the journey

between the school and the club's premises is carried out and regularly maintained. The Manager will maintain regular contact with the school to ensure the safety of this route.

The responsibility for the childrens' safety will be transferred officially once the Playworkers enter either hall to collect the children. However the Playworkers may at this point need the assistance of teaching staff if children fail to come to the correct pick-up point. If a child is absent from the club without prior warning, staff will check to see if they attended school that day – they will not simply accept the word of other children. If the whereabouts of the child is not clear, staff will immediately inform the designated contact at the school and the parent/carers.

It is the parent's responsibility to ensure that the school are aware of their child's attendance at PopSOC. They will be notified of this in the Parent Pack.

There will always be two staff members accompanying any group of children including a member of staff at the front and one at the rear.

The ratio of adults to children is and must never be less than 1:8.

Any child of eight years or less must always be supervised during transportation between school and PopSOC. Exceptions to this may be when a parent has given full permission to a third party such as a teacher, friend or family member, and only then when it has been officially presented to the Manager in a letter.

Children over eight years of age, and only with written permission from their parents, may walk to and from the club unsupervised by an adult. Playworkers must always check this with the Manager prior to giving permission to the child.

On sessions where there are 24 children or less, two members of staff collect the infants first and walk them to the Junior school and one member of staff wait patiently in the Junior hall with the Juniors and a member of school staff.

If children have failed to arrive at the collection points the Playworkers go to the child's classroom to find them or, where ratios will not allow this, the Playworkers will send two children to search the classroom or find the Headteacher. They will never send a child alone.

If the child cannot be located at home or at school and nobody is aware of his/her whereabouts, the parents will be informed immediately, followed by the Police and Children's Services Duty Care Team.

During collections and deliveries the Playworkers will keep the children within constant view and ensure that children walk safely and sensibly. Playworkers will keep a vigilant eye on strangers who may approach them as they are aware that school grounds are open to the public during collection and delivery times and anyone can enter.

Transport

Where possible, the club will use a coach when escorting children longer distances. When escorting children by minibus or other private hire vehicle, staff will ensure that the following rules are always adhered to:-

- ∨ In addition to the driver, there will always be at least two adults supervising at all times. All adults who are involved in the transportation of children will have appropriate and up-to-date Criminal Records Bureau checks.
- ∨ Children should not sit at the front of a minibus.
- ∨ The driver will have a suitable, valid coach licence.
- ∨ All vehicles are suitably insured and all children are wearing seatbelts.
- ∨ No child will be taken in a staff member's car unless permission is previously sought in writing from the parent/carer of the child.

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