

ARRIVAL AND COLLECTION OF CHILDREN POLICY

ARRIVAL

Parents must notify the Club within 24 hours regarding attendance / non-attendance of their child. Failure to give sufficient notice results in the full cost of the session being charged, unless there are exceptional circumstances.

During term time, Foundation Phase children will be safely escorted to the Club premises by their class teacher.

- Parents must collect their children by 18:00 at the latest.
- Parents must give the names of all persons authorised to collect their child on the registration form. Only persons named on this form will be able to take the child from the Club, unless prior arrangements in exceptional circumstances have been put in writing by the main contact for the child to the senior playworker. The Club also reserves the right to make additional checks if considered appropriate in these exceptional circumstances.
- Under no circumstances will a child be released to an unknown person.
- It is the responsibility of the parent / guardian to ensure that any changes to the named individuals who can collect their child are communicated to the senior playworker both in writing and verbally.
- The person collecting a child must approach a playworker so that playworkers know who is being collected, and by whom, and can sign the children out.
- Daily attendance records are updated promptly with the time children are collected.
- If a parent/carer is late collecting their child, the Club reserves the right to make a charge of £5.00 for every half hour the parent is late, to cover wages of staff who will be required to remain with the child(ren) until they are collected.
- In the case of a parent/carer failing to collect the child, the senior playworker calls the named contacts (including emergency contacts) to come to the Club to take the child home. In the event of no contact being made after 30 minutes, the senior playworker contacts the Duty Officer at Social Services to advise them of the situation, and take their advice on further action. The registered person/responsible individual is also informed.
- No child will ever be left unsupervised because a parent/carer has failed to collect them.
- If there are concerns when a child is collected that to hand over the child may be placing the child at some risk, the playworker seeks advice from a senior playworker/manager/designated child protection officer who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. This may include asking the parent/carer whether another named contact is available to come and collect the child. In certain circumstances, the senior playworker/manager/designated child protection officer may inform the parent/carer that following handover, they will call the Social Services Duty Officer and that the Club's child protection policy may be implemented.