



Arrivals and Departures Policy

Collection:

All Staff members will follow the same instructions when collecting children from School.

Alterations will be notified to the staff member on a daily basis.

A simple rule to be followed is that if there is any doubt at all about whether the child should be with the Club or not, the child will be brought in and kept safe.

Where there is confusion, the Manager will try to make immediate contact with the parent/carer concerned.

Arrivals

On arrival/pick up a member of staff will immediately record the child's attendance in the daily register, including the time of registration .

Departures

If a child/ren is to be collected by someone other than the parent/carer they must phone in advance or pass written instructions on through the School. In these cases the child's password must be used. The adult nominated to collect a child must be one of those named on the registration form. If due to exceptional circumstances another adult is sent to pick up a child, the child must be able to identify the adult who in turn must provide a form of ID and be aware of the child's password. A staff member will sign children out.

Absences

If a child/ren is going to be absent from a session, parent/carers must indicate this to the Club in advance.

Ensuring Safety

Where the Club collect and/or transport children strict guidelines will be given on how this is to be achieved and ensure the safety of the children involved.

Any deviations from these guidelines may result in Disciplinary Action being taken against the member of Staff concerned.



Missing Child/ren Procedure

If for any reason a member of staff cannot account for a child's whereabouts during a session the following procedure should be followed:

REMAIN CALM, DO NOT ALARM THE OTHER CHILDREN

- Confirm the child has not already been signed out
- Inform your Manager and other staff members
- Check children present against register
- Determine where the child was and check the area
- Note description of child (details of clothing etc)
- Commence a search of the entire premises
- Inform the Chairperson of the Club
- At all times make sure the other children remain safe and are adequately supervised.
- If the child has still not been found contact emergency services and police and inform parent/carer.
- While waiting for the police and the parent/carer to arrive, carry on searching. During this period the other staff members should maintain as normal a routine as possible for the rest of the children.
- When the police and parent/carer arrives the Manager should co-ordinate any actions instructed.
- When the incident has been resolved the Club shall review the relevant policies and procedures to implement any necessary changes.
- All incidents of missing children will be recorded in the incident book and in cases where either the police or social services have been informed Ofsted will be notified at the earliest convenience.

Child/ren leaving without permission:

If for any reason a child/ren leaves the setting during a session, the following procedure must be followed:

- The Manager and other members of staff must be informed.
- A member of staff will be sent to look for them, or if they have been seen leaving a member of staff will follow the child/ren to ensure their safety and to try and encourage them back to the setting, taking the mobile phone with them.
- Staff members should maintain as normal a routine as possible for the rest of the children, ensuring they remain safe and are adequately supervised.
- Inform the Chairperson.
- Parent/carers will be informed.



- If the child/ren is still absent once the parent/carer has arrived the staff member will be contacted to ascertain their whereabouts.
- If the child/ren has returned to the setting and parent/carers have not yet arrived they will be contacted to update them.
- If the child/ren has not been found the police will be informed.
- When the police arrive the Manager should co-ordinate any actions as instructed.
- When the incident has been resolved the staff will be consulted and the relevant policies and procedures will be reviewed and updated if needed.
- All incidents of child/ren leaving the setting without permission will be recorded on the relevant paperwork, where either the police or social services have been informed Ofsted will be notified at the earliest convenience.

Child/ren missing on Collection:

If for any reason a member of staff cannot account for a child/ren whereabouts during pick up times, the following procedure must be followed:

- The Manager/Deputy Manager will organise the staff, to look for the missing child/ren, and ensure the remaining children are safe and adequately supervised.
- The Manager/Deputy Manager will contact the Office to alert them of the situation, who will inform parent/carer.
- If the child/ren has not been located after 5 minutes the Manager/Deputy Manager will contact the police.
- The Manager/Deputy Manager will contact the Office to alert them that the police have been notified.
- The above procedure will then be followed.

Uncollected Children

If, for any reason, a child has not been collected by 6.00pm (or by the end of agreed session time) and we are unable to contact parent/carer or any other emergency contact, it is our legal responsibility to contact Social Services, which may result in the child being placed in the care of Social Services.

In this event, the Manager will leave a notice at the Club's premises of what has happened and continue to try and make contact with the parent/carer and emergency contact.

The child will not be taken away from the Club's premises unless the Chairperson gives authority.

Quackers insurance cover is for the hours of operation only.



Quackers After School Club

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Issue D

Incidents of late collection must be recorded and reported to the Office Manager, late collections will result in the imposition of a late collection fee. This is currently set at £5 for every 10 minutes.

Signed on behalf of Quackers After School Club: _____

Position: _____

Quackers After School Club

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