



Arrivals and Departures policy

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Ashley Down After School Club is responsible for the care of registered children from the time that they leave their classroom until they are collected from the Club. Staff at the Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Arrivals procedure

A member of staff will record each child's attendance in the daily register, including the time of arrival.

It is the responsibility of the session leader to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded in the register with the time. The register will be kept in an accessible location on the premises at all times. Records of staff and visitors in attendance will be kept in the Visitor Book.

Records of daily registers are kept by the Club for at least three years.

Absences

If a child is going to be absent from a session, parents must advise the Club in advance and the register updated accordingly.

If a child is absent without explanation for more than three days concurrently, staff will contact the parents/carers to try to ascertain the reasons behind this.

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. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

If a child is missing at collection time at the school

1. If a child on the register cannot be found at the school, the school contact (usually the teacher) should be informed that the child is missing. This will often establish that the child has not been at school or was taken home.
2. If the child does seem to be missing, the Playworker will agree with the school what action to take. The setting is not responsible for children who are missing from school and cannot go and look for them, but we will ensure that parents/carers are informed.
3. If it is thought that the child has gone straight home or with another child, the Play Facilitator will be contacted immediately. The remaining children will be taken to the setting. The Play Facilitator will contact parents/carers to advise them what action is being taken.
4. Whenever a child goes missing, **even for a few minutes**, this will be recorded on an Incident form, the parent/carer will be informed when they collect the child and the incident will be reported to the Club's Registered Person.

Registering staff in attendance at a session

Details of staff working will be recorded on the daily evaluation sheets and their arrival and departure times will be recorded in their timesheets and in the Visitor Book.

Registering visitors at a session

Visitors must be pre-arranged with the Play Facilitator. They must be asked for proof of their identity and will sign in using the Visitor Book. Details recorded will include name, organisation (if applicable), purpose of the visit and arrival and departure times.

Escorting children between school and the club

Ashley Down After School Club currently collects children for the Club from two sites Ashley Down Primary School and Brunel Field.

The Play Facilitator will ensure that a thorough risk assessment is carried out and regularly reviewed, according to the provisions of the risk assessment policy.

A contact within the school will be identified, with whom the Play Facilitator/Deputy Play Facilitator will liaise.

Ashley Down Primary School – escorting arrangement

The regular meeting place for children at Ashley Down Primary School is inside the school in the foyer or playground. Junior School children are expected to make their own way to the meeting place. Infant School children will be collected from their classrooms by a Playworker and escorted to the meeting place.

The meeting place is clearly indicated to parents and children using photographs in the information booklet given to all families.

The adult to child ratios to accompany children walking from Ashley Down Primary School to the Club will always be at least 1:8

Staff will ensure that children are given instructions on road safety.

Escorts will do multiple head-counts of the children and will only leave when they are satisfied that they have all the children, or have implemented the Missing Child Policy.

Children will be escorted to the setting premises via the safest route; all children must wear a high-vis jacket for the walk.

There will be a Playworker at the front of the line who will lead the way back to the hall.

There will be a Playworker at the back of the line who will ensure all the children stay within the line and will supervise behaviour.

The other Playworkers will float along the line and supervise the road crossing by standing in the road preventing traffic from passing until all the children have reached the safety of the opposite pavement.

On arrival at the setting, staff will do a final head-count into the building to ensure all children are present.

Brunel Field Site – escorting arrangements

KS2 children will join the Club in the Studio room, while KS1 children are collected from their classrooms by a Playworker, and then escorted to the Studio room.

In the case of a closure at the Brunel Field site, please refer to the Contingency policy.

If a child is missing from the premises

Even when all precautions are properly observed, emergencies can still arise. Therefore members of staff will undertake **periodic head counts**, especially at the **transition points** between sessions. If for any reason a member of staff cannot

account for a child's whereabouts during a session at the Club, the following procedure will be activated:

- The member of staff in question will inform both the Play Facilitator or Deputy and the rest of the staff team that the child is missing and a thorough search of the entire premises will commence. The staff team will be careful not to create an atmosphere of panic and to ensure that the other children remain safe and adequately supervised.
- The Play Facilitator or Deputy will nominate one member of staff to search the area surrounding the premises. All staff will be extra vigilant to any potentially suspicious behaviour or persons in and around the Club.
- If after **15 minutes** of thorough searching the child is still missing, the Play Facilitator or Deputy will inform the police and then the child's parent/carer.
- While waiting for the police and the parent/carer to arrive, searches for the child will continue. During this period, other members of staff will maintain as normal a routine as is possible for the rest of the children at the Club.
- The Play Facilitator will be responsible for meeting the police and the missing child's parent/carer. The Play Facilitator will co-ordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- Once the incident is resolved, the Play Facilitator and the staff team will review relevant policies and procedures and implement any necessary changes (paying particular note to the relevant provisions of the Club's Site Security and Risk Assessment policies).

All incidents of children going missing from the Club will be recorded in the Incident Record Book, and in cases where either the police or social services have been informed, Ofsted will also be informed, as soon as is practicable

Departure/collection procedure from the club

Main Site

The parent/carer must ring the doorbell at the entrance when arriving at Main Site. One of the Playworkers will let them in (**a door-guard is designated each day**). Children are not allowed to answer the door. Parents must close the door behind them. If a parent chooses to leave another child outside the Club premises, that child is their responsibility.

Brunel Field Site

The parent/carer must press the buzzer at the main gate on Arthur Milton Street, identify themselves and child/ren that they will collect. No parents will allow other parents access but will ask others to use the buzzer separately.

Permission to collect children

Parents must advise the Club writing (text or email is acceptable) that they have arranged for someone else to collect their child. We will not allow children to leave with someone else unless we have permission from the parent. Only adults-aged 16 years and over - and with suitable identification, will be authorised to collect children. In special circumstances a child can be collected by siblings aged 15 years old.

Signing out

All child(ren) must be signed out on the register by the person collecting them.

Going home alone

As children get older, parents may wish them to return home from the club unaccompanied. If this is the case, we require written consent from the parent/carer before such arrangements are able to begin. Prior to the child leaving the club, we must have a phone call from the parent confirming someone is home to receive them and allowing the child to walk themselves home. No child under 10 years old will be allowed to leave the Club unaccompanied.

Late Collection Procedure

If an emergency arises and a person collecting a child/children is going to be late them must ring and advise the Club. This helps us to reassure the child if necessary.

In the event of a child not being collected by 5.40 pm at Main Site or at Brunel Field Site, we will follow our procedure which is:

- Staff will try to contact the main carer(s).
- We will contact emergency contacts (given on the registration form) to request that they collect the child.
- A note will be left on the door for the main carer giving the information on which of the emergency contacts has collected the child if it is after 6.00pm at Main Site.
- A note will be left on the main gate at Brunel Field site giving the information on which of the emergency contacts has collected the child if it is after 6.00pm.

- If the club cannot contact the parents or any emergency contacts two members of staff will stay to provide child care. In the event of this happening the parents/carers will be charged for any costs incurred by the club.
- This will be a minimum of £5 per quarter hour (or part thereof) past 5.40pm until 6.15pm the charge will then be £10 per quarter hour after this time.
- Charges will be at the discretion of the Trustees.

In the event of a delay beyond 6.15pm and no contact with any of the emergency contacts, the following procedure will be adopted:

The Play Facilitator will continue to attempt to contact parents and emergency contacts but will also contact the Emergency Duty Team (Bristol City Council emergency social work service) on 01454 615 165, and take advice.

If the child is not collected by 7.00pm the Play Facilitator will act on the advice of the Emergency Duty Team. This may mean the child is taken by the Play Facilitator and another Playworker (or other suitable adult) to a place of safety off the premises, such as the nearest police station. The Play Facilitator will also inform the Chair of the Trustees to appraise them of the situation.

The club requests that parents fill in the emergency contacts part of their registration form as fully as possible, to enable us to make contact with a person who can take responsibility for the child(ren) in emergency circumstances.

Persistent Late Collection

If a parent/carer is running late and will be unable to pick up their child before the session is over they must advise the Club.

Persistent lateness occurs when a parent has been late past 5.40 3 times over a period of a term. This occurs whether or not a phone call has been made to let us know.

Stage 1

Once a child has been collected late three times in a rolling six week period a verbal reminder of the need to be on time will be given to the parent who collects the child. It is expected that this will be passed to anyone else collecting the child. A discussion will be held with the main carer to find out if there is any particular reason why they are late and what they can do to improve their punctuality. It is the main carer's responsibility to make sure that other people who are able to collect the child are also prompt.

Stage 2

If a further incident of lateness occurs within a six week period from the time of the verbal warning, a written warning will be given to the family. This will explain that if the child is collected late again within six weeks of the written warning, the club will give notice to the family of termination of the place.

Stage 3

If the child is collected late again within six weeks of the written warning notice of four weeks will be given in writing to terminate the child's place.

If another incident of lateness occurs after the six weeks has elapsed the family will go to stage 2 straight away as verbal warning has already been given.

• Information

NB. Under the Children Act 1989 parents do not lose parental responsibility except through an adoption order. This means that divorced parents retain rights to have contact with their children unless the courts have made an order that they should not do so. Staff do not have the right to stop divorced or separated parents from collecting their children unless they are aware of a court order preventing contact between the child and a parent.

Parental responsibility is given to both parents if they are married at the time the child is born or subsequently. Otherwise only the mother has parental responsibility. An unmarried father has parental responsibility if the child was born after 1 December 2003 and his name is on the birth certificate. Unmarried fathers can acquire parental responsibility through a court application.

Parents should be in a fit state to collect their children. If a parent arrives in an 'unfit' state, for example through alcohol or drugs, the senior worker should notify Social Services.

Document History

Reference	Author	Summary of changes	Issued
Issue 1	Raquel de Mena	Based on BAND templates	2010
Issue 2	Emma Hallett	Updated to reflect Brunel Field arrangements. Simplified to remove broader missing children policy (now a separate policy), remove departures details as this is now a separate policy and to refer to trips policy rather than repeating it.	June 2011
Issue 3	Emma Hallett/ Laura	Updated to include section on	November 2011

	Greenwood	use of scooters/ bikes	
Issue 4	Emma Hallett/ Raquel de Mena	Updated to reflect Brunel Field arrangements	Sept 2012
Issue 5	Sheila Gould	Updated for ratios of adults to children and staffing changes at the schools	January 2013
Issue 6	Raquel de Mena	Reviewed to reflect Muller Road and Brunel Field ASC sites	November 2013
Issue 7	Raquel de Mena	Adding Deputy Play Facilitator as responsible person of taken action	December 2014
Issue 8	Raquel de Mena	Removed duplication of sections relating to closure of Brunel fields site and missing child. Now states refer to relevant policy. Update liaise person with Brunel	November 2016
Issue 9	Rakel de Mena	Reflect electronic sign in/out	June 2020
Issue 10	Rakel de Mena	Merging policies	February 2021

Date Approved: 1/6/21

Signed:

Position: Trustee

Name: J.Hodgson

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