

## **Emmer Green After school club Arrivals and Departures of Children Policy and Procedures**

EGASC is committed to safeguarding each child in our care. This includes ensuring that each child arrives safely to the premises, and leaves with an authorised adult. The aim of this policy is to outline our procedures for the safe collection and departure of the children in our care and what to do when a child is not collected by an authorised person by the end of the session.

### **Arrivals Procedure**

The club is situated in the Youth and Community centre, adjacent to Emmer Green Primary School. Children make the short journey across to the premises once all children have arrived into the care of the EGASC staff.

- Children are met and greeted by EGASC staff in the school playground. There, children are marked off on our daily register and once all accounted for, line up and staff conduct a headcount of the children
- Children then walk in partners to make the short journey through the school carpark and across to the EGASC premises.
- At least 2 members of staff escort children from school to the Club.
- The route has been risk assessed and staff discuss safety issues and behaviour regularly with the children to minimise risks and accidents.
- If a child who is due to attend does not arrive at the school hall, staff check at the school office whether the child was present at school. If the child was at school and after checking with the school staff and the child's teacher, the whereabouts of the child is still not known, EGASC staff will implement our **Missing Child Procedure**

Parents of children starting at the After School Club fill in a Registration Form that includes contact details of adults who are legally allowed to collect the child/ren and if appropriate, details of anyone who does not have legal access to the child and is not permitted to collect them. We also ask for a password to be used in situations where another person who is not on the child's registration form may collect the child. ***These registration forms are sent out to be updated/renewed annually, and parents are responsible for ensuring details are updated before this if there are any changes.***

### **Procedures for collection of children are:**

- Parents/carers may collect their child/children at anytime during the club session.

- Parents/carers use the intercom system to buzz into the building, which is answered by a staff member to verify the identity of the adult before being allowed to enter the building.
- No child will be allowed to leave with anyone that is not listed by the parents on the registration form unless the child's parent has informed a staff member in advance (some form of identification and personal password will be checked on arrival)
- If staff are in doubt as to the identity of someone collecting a child they will telephone the parents to seek confirmation
- No child will be handed over to anyone under the age of sixteen.
- Staff are required to sign child/children out using the signing IN/OUT book, providing time of departure and who has collected the child.
- The door is kept locked and only opened to adults known by the staff or who have permission to collect the child.

In the event that a child is not collected by an authorised adult by the end of the session, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. Parents/carers are informed of our procedures for collection so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for. If a situation arises where parents are not able to collect the child as planned, they must inform the club ASAP and before 6pm so that together we can begin to put back-up procedures in place. The club has a mobile phone so parents can contact staff at the club during club hours. **Mobile 07505689134**

#### **4. Procedures for non-collection of a child are:**

If a child is not collected at the end of the session, we follow the following procedures:

- Check for any information about changes to the normal collection routines. If no information is available, parents/carers are contacted at home or at work
- If this is unsuccessful, the other adults who are authorised by the parents to collect their child from the club, and whose telephone numbers are recorded on the Registration Form, are contacted.
- If these cannot be contacted, the child stays at the club in the care of two staff members, one of which will be a senior staff member/designated child safeguarding officer and parents are telephoned again and voicemail messages left.
- Attempts to contact parents and any other authorised person will be made regularly, while keeping the child occupied and reassured

- After 30mins, if no-one collects the child and all attempts to contact parents and emergency contacts have failed staff will then contact Children single point of access and the local police.

Childrens single point of access 01189373641

Emergency out of hours: 01344 786 543

Police Tel: 0118 9536390

Ofsted Tel: 0845 601 4771

A full written report of the incident is recorded

Depending on circumstances, the club reserves the right to charge parents £10.00 per child for every 10 minutes after 6pm that staff are kept waiting for parents to collect children from the club, to cover the additional hours worked by our staff and additional charges made for use of the centre.

Charges may be applied as follows:

| <b>Number of late minutes</b> | <b>Charge applied</b> |
|-------------------------------|-----------------------|
| 1-10                          | £10                   |
| 11-20                         | £20                   |
| 21-30                         | £30                   |

### **Related policies**

See also: **safeguarding & child protection policy**