



ARRIVAL AND COLLECTION OF CHILDREN POLICY

1. General statement of policy

Keeping children safe is our highest priority at All Stars and clear procedures for arrival and collection of children are in place to ensure that these happen safely.

In the event that a child is not collected by an authorised adult at the end of the All Stars session, All Stars will put into place agreed procedures. These ensure that the child is cared for safely by an experienced and qualified person who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible. We will inform parents/carers of our procedures so that if they are unavoidably delayed they will be reassured that their child will be cared for. *'Staff' includes employees, visiting activity providers and volunteers.*

2. Procedures

2.1 Arrival of children

At the end of the school day (3.30pm) children booked into All Stars are sent to the hall where the Play Leader/Play Worker will be waiting for them. Younger children may be accompanied by a member of the school staff. All Stars is responsible for children attending the club once they reach the hall. Attendance is then checked against the All Stars daily register. A snack and a drink are provided before the children start their respective activities. Weather permitting these take place in the field, back playground, hall, Redman room and identified classrooms, as agreed with the school.

2.2 Authorisation to collect children

Before any child can attend All Stars, parents/carers are required to provide specific information which is recorded on our Registration and Consent Form including:

home address and telephone number – if the parents do not have a telephone, an alternative number must be given

mobile telephone number (if applicable)

names, telephone numbers and any descriptive details of adults who are authorised by the parent to collect their child from All Stars eg, a childminder or grandparent
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2.2 Collection of children

When parents/carers or the persons normally authorised to collect the child arrive at 4.45pm or later to collect their child, the following procedures will happen.

The children are returned to the hall at 4.40pm by their activity leaders. Those that are due to leave at 4.45 will collect their coats and bags and get ready to leave.
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On arrival to collect their children, parents/carers wait outside the exterior hall door. They must not themselves try to fetch the child from their activity either from within the building or from outside. Parents/carers wishing to collect their children before 4.45 or during session 2 must ring the bell by the exterior hall door to alert staff.
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The Play Leader/Play Worker will fetch the child and bring them to the club reception area in the hall, where they will note the time of collection in the register and the parent/carer will sign the child out.

All children must be collected by 5.30pm.

2.4 Late collection of children

If at short notice parents/carers are not able to collect the child as planned, they must inform All Stars so that we can begin to start back-up procedures. All parents/carers are provided with the All Stars contact telephone number.

If a child is not collected by 5.30pm, and the club has not been informed, the Play Leader will follow these procedures:

The Register and Message Book are checked for any information about changes to the normal collection routines.
If no information is available, the parent/carer is contacted at home or at work.
If this is unsuccessful, the adults who are authorised on the Registration form by the parent/carer to collect their child from All Stars are contacted.
All reasonable attempts are made to contact the parent/carer eg, a neighbour is contacted or another member of staff visits the home.
The child stays at All Stars until they are safely collected.
The child does not leave the premises with any other person than those named on the Registration form and the Collection Book.
The Children and Families Worker will be informed immediately.
If no-one collects the child and the premises are closing or staff are no longer available to care for the child, we will contact Social Services and the Police and inform Ofsted.
A full report of the incident will be recorded on an Incident Report Form.

2.5 Late collection charge

We will charge parents for the additional hours worked by our staff. There will be a minimum charge of £15.00 per child for children not collected by 5.30pm.

3. Useful contacts

Safeguarding Designated Officer, Children and Families Worker
Sean Schofield 07527 101219 seansyw@btinternet.com

Out of hours for CYPS (Social Care): 5pm -9am and at weekends and public holidays, please contact:
Emergency Duty Service 0845 6000 388 (low-rate call)

Police Central Referral Unit: 0845 605 116

4. Related All Stars policies and forms

Incident/Accident Report Form
Register
Message Book

Date: *January 2015*

Signed:

Reviewed: *August 2015*

Signed: