

ARRIVALS & DEPARTURES

INCLUDING:

- Non arrival of child/ren
- Late Pick-up/ Uncollected child/ren
- Missing child/ren

Our club has the highest regard for the safety of the children in our care – from the moment they arrive to the moment they leave.

We will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session, with a nominated adult.

NO ONE UNDER THE AGE OF 16 WILL BE ALLOWED TO COLLECT A CHILD FROM THE CLUB.

It is the responsibility of the Manager/ Deputy Manager 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 on our Daily Register. The register will always be kept in an accessible location on the premises. This process will be supplemented by regular head counts during the session. Roundabout will retain registers for at least five years.

ARRIVALS:

Mornings - On arrival at Roundabout the parents/carers must sign in their child/ren along with the time of arrival. Head counts will be done during the sessions to account for all children.

Afternoons - A minimum of two Play workers (adult to child ratio will be met at all times) collect the KS1 and the ESU children from their respective classrooms using that day's register to ensure that all the children are collected.

KS2 children will make their own way to the club but are expected to arrive in a reasonable time. On arrival, the Manager/ Deputy Manager will immediately record the child's attendance on our Daily Register. If a child/ren have been to another club and arrive later to Roundabout, then this will be noted as they are brought to us or make their own way.

All children must be accounted for, checking and marking the day's register and a head count. Regular head counts will be carried out during each session.

If a last minute decision is made for a child to go elsewhere or to be collected by their parent/carer then it is the responsibility of the parent/carers to inform Roundabout at the earliest opportunity.

ABSENCES:

If a child is going to be absent from a session, parents/carers **MUST** notify the Club or our procedure for a child not arriving at the club will be put in place.

Roundabout is aware that 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 help from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.

The Manager and staff at Roundabout will help wherever possible but may be duty bound to refer to the relevant statutory agencies, for more specialised support.

PROCEDURES FOR CHILD NOT ARRIVING:

If a child has not arrived at the club by 3.45p.m:

- Deputy Manager to go to classroom to speak to teacher – if teacher is not there then speak to office staff on way back to Roundabout
- Manager or Deputy Manager to collect Registration Form and phone all contact numbers to try to trace the child, leaving messages where appropriate. They will continue to try to make contact until 4.00 p.m.
- If by 4.00p.m. we are still unaware of the child's whereabouts, we will

CONTACT THE POLICE IMMEDIATELY

This is our policy, rather than risk the safety of one of our children.

DEPARTURES:

Morning Sessions - A designated play worker will be watchful for the KS2 children lining-up ready to enter school with their teachers. Only then will the Key Stage 2 children at Roundabout be allowed to leave the club and join the class lines under the supervision of two/three Play Workers.

When the KS1 children start to line up ready to go into school, then the children from Roundabout will join their relevant line, watched by at least two Play Workers. The Play workers will remain in the playground until all the children have entered the school with their teacher. ESU children will be taken through school by two play workers directly to their classroom.

Afternoon Sessions - Normally there will only be two people authorised to collect a child, these will be detailed on the registration form.

No other adult will be allowed to collect a child from the club. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer before discharging the child.

If there is a change to collection arrangements, written authorisation is required from the

parent/carer.

This will include:-

- The name of the person collecting the child.
- The date on which this person is authorised to collect the child.
- The signature of the parent/carer.

No child will be allowed to leave the building unless they have been signed out on our Daily Register and accompanied by an appropriate adult.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this as soon as possible.

Only in an emergency, parents/carers can telephone Roundabout and speak to the Manager / Deputy Manager, giving a “Key Word” which will be used by the person collecting the child.

If there is any doubt as to someone’s eligibility to collect a child, the final decision will rest with the Manager / Deputy Manager.

Upon departure, the parent/carer will sign the Daily Register and the time of departure. Until then the child will remain the responsibility of Roundabout.

PROCEDURES FOR LATE PICK-UP/UNCOLLECTED CHILD:

All Parents/carers should collect their child/ren by 6.00pm at the latest. All Roundabout staff and children must be off the premises by this time to comply with insurance, registration, care-taking and security arrangements with school.

- While waiting to be collected, the child will be supervised by at least two members of staff (including the Manager or Deputy) who will offer them as much support and reassurance as is necessary.
- The Manager will try and contact the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.

They will keep attempting to contact all phone numbers on the Registration form until 6.30pm.

If nobody on the Registration sheet can be reached and no one has been in touch by 6.30p.m. **Children’s Services will be contacted; they will be informed that we have an uncollected child.**

- In the event of the Children’s Services being called and responsibility for the child/ren being passed over to them, the Manager/Deputy Manager will attempt to leave a further telephone message on the parents, carers or designated adults’ answer phone. Furthermore, a note will be left on the door of the Club’s premises informing the parent, carer or designated adult of the situation. The note will reassure them of their child’s safety and instruct them to contact the local Children’s Services and their phone number.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Club’s premises unless absolutely necessary.

- The child will remain in the care of the Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of Children's Services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a fine or the loss of their child's place at the Club.

MISSING CHILD/REN:

Staff will always be extremely aware of the potential for children to go missing during sessions.

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 areas in addition to the one during the registration procedure. 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 the Manager / Deputy Manager and the rest of the staff team that the child is missing. 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 Manager /Deputy Manager will search the school premises.
- If after 15 minutes of thorough searching and the child is still missing, the Manager /Deputy Manager will inform the police and then the child's parent/carer.

AFTER CONTACTING THE POLICE AND PARENTS/CARERS:

- 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 Manager/Deputy Manager will be responsible for meeting the police and the missing child's parent/carer. The Manager/Deputy Manager will coordinate any actions instructed by the police, and do all they can to comfort and reassure the parents/carers.
- All incidents of children going missing from or not arriving at the Club will be recorded in the Incident Record Book, and in cases where either the police or Children's Services have been informed, Ofsted will also be informed, as soon as is practicable.
- Once the incident is resolved, the Manager, staff team and Management Committee 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).

PARENTS/CARERS MUST KEEP ROUNDABOUT INFORMED OF ANY CHANGES TO THEIR ADDRESS AND CONTACT DETAILS,

INCLUDING THE “EMERGENCY CONTACT” NUMBER