



ARRIVALS & DEPARTURES POLICY

SMARTIES PRE SCHOOL & OUT OF SCHOOL CLUB

POLICY STATEMENT

Smarties Pre-School & Out of School Club ('Smarties') intends to make the arrival and departure of all children as happy and stress free as possible, with clear lines of communication at all times.

We aim to achieve this by ensuring that staff are available to welcome children and their parents/carers, and that parents/carers are aware of policies in place to ensure safe collection of children at the end of a session.

Procedures

A member of staff shall welcome children (and their families for the Pre-School) at the room entrance and record the children's arrival in the Register as they enter the setting.

- During a Pre-School session, this team member shall remain by the door until all parents/carers have left the building when they will close the gate and lock the main door of the building using the keypad lock.
- During an Out of School session, Reception, Year 1 and Year 2 children will be collected from their class by a Smarties member of staff. Children in Years 3-6 make their own way to the Out of School Club.
- Their arrival is recorded in the register as noted above.
- If a child who IS expected at the Out of School Club does not arrive, then staff will check with the school/parents/the bus, stopping the bus if necessary, in order to confirm the exact whereabouts of that child and their reason for non-attendance.
- If a child who IS NOT expected at the Out of School Club arrives, then staff will check with the school/parents/the bus, stopping the bus if necessary, in order to confirm where that child should be and their reason for attendance.

If children require medication during the session, Parents/carers must complete the Medication log with a team member on arrival. All medication must be prescribed/clearly labelled with the child's name and must be handed to a team member on arrival and back to the Parent/carer on departure. For Out of School children, self-medicated prescription medicine must be handed in to a member of staff with instructions on dosage etc from a parent/carer.

At the end of a Pre-School session a team member will stand in the foyer, recording the children's departure in the register and ensuring that they leave with a known adult. For Out of School children, it is a parent's responsibility to sign out their child, in order that the correct charge is raised should additional fees be due. For all Smarties children, no child will be allowed to leave with an adult other than the known Parent/Carer unless an agreement has been made at the time of arrival, or during the session via telephone/email, and logged in the collection book. Children leaving prior to the end of a session must be marked out of the register on their departure.

If a child is not to be collected by their Parent/Carer, the collection log must be completed and the nominated adult must have previously been seen by a member of Smarties staff, either in person or on a photograph. If this has not taken place the child must not leave the charge of the setting until further checks have been made. In the case of an emergency or unforeseen delay of the parent/carer, they must telephone the setting and advise the team who will collect their child.



ARRIVALS & DEPARTURES POLICY

SMARTIES PRE SCHOOL & OUT OF SCHOOL CLUB

If a child is left beyond Smarties closing time the following procedure should be followed:

- Two team members must remain on the premises
- One team member should attempt to locate the child's parent/carer
- If the parent/carer is not contactable then the child's emergency contacts should be phoned. If all attempts to contact parent/carer or emergency contacts fail then the procedure should be repeated at ten-minute intervals for a maximum of 30 minutes before commencing with procedures detailed in the setting's Uncollected Child Policy. The Smarties Chairperson should also be alerted.

During this time staff should be careful not to cause undue stress to the child. When the parent/carer arrives, staff will expect an explanation, however, this should be dealt with in a courteous manner.

Under no circumstances will a child be allowed to depart from Smarties unless it is with a previously identified authorised person, over the age of 18 years. For the Out of School Club, older siblings under the age of 18 are permitted to collect a child if their parent is waiting in the car park and have notified staff of this arrangement (usually with a phone call).

A member of staff must always acknowledge the departure of a child.

This policy was adopted on:

15/11/2022

Date to be reviewed:

15/11/2025

Name of signatory:

Victoria Hutter

Role of signatory:

Chairman of the Committee

Signed:

15/11/2022