



Arrivals and Departures

Bealings Clubhouse recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location at all times. In addition we conduct regular head-counts during the session.

Arrivals

Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway. Children remain the responsibility of the parent until the parent has said goodbye to their child and left the site.

Departures

- Staff will ensure that parents or carers sign children out before they leave, including the time of collection. Once parents have signed their child out on the register, they become responsible for their child's welfare, even if Clubhouse staff remain on site.
- If the parent requires another person to collect their child, the child's parents or carers must inform the Club in advance. If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed, the **Uncollected Children** policy will be followed.
- Children over the age of 8 will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below the age of eight will not be allowed to leave the Club unaccompanied.

Uncollected Children

If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed.

Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact the Club immediately. The manager will then try to contact the emergency contacts listed on the child's booking form.

- While waiting to be collected, the child will be supervised by a member of staff.
- When the parent or carer arrives they will be reminded that they must call the Club to notify us if they are delayed, and that penalty fees will have to be charged (except in exceptional circumstances).

Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of the Club's staff, on the Club's premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the Club's premises, a note will be left on the door of the Club informing the child's parent or carer where the child has been taken (eg to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.
- On collection by the parent they will be notified that penalty fees will have to be charged (except in exceptional circumstance)

Useful contacts

Customer First: 0808 800 4005 (diverts to emergency contact when out of hours)

This policy was adopted by: Bealings Clubhouse	Date:31.8.24
To be reviewed: August 26	Signed: 