

Pioneer Childcare

Arrivals and Departures Policy

Pioneer Childcare recognises that the safe arrival and departure of the children in our care is paramount.

The Club Manager will ensure that an accurate live record is kept of all children at their club, and that any arrivals or departures are recorded in the register. The register will be kept in an accessible location on the premises at all times in accordance with GDPR. This process will be supplemented by regular head counts during the session. Activity Leaders will also regularly count the children in their care during any activity they are leading.

Escorting children from Club to School and from School to Club

- Pioneer Childcare and each school from which we collect or to which we deliver have a clear agreement concerning the transfer of responsibility for children's safety.
- Pioneer Childcare will conduct a risk assessment on the route used to escort children to and from the Club and will review it regularly.
- The schools and the Club keep an identical register of children who require escorting between locations which is updated daily.
- Children leaving the Club after breakfast will be taken by vehicle or walking bus to their relevant school. Those children taken to school by minibus will be escorted from the bus to the school reception area or, in some cases, handed over to a designated staff member in the school playground. After school, children will be met at the school reception, where names will be checked against the Club register, and they will then be escorted to the vehicle or walk back to club with Pioneer staff.
- A regular driver will escort the children to and from Club/school in our custom vehicle.
- If a child is booked into Club but is not at the collection point, staff will check to see if the child was present at school that day. If the whereabouts of the child is not known, staff will immediately inform the designated contact at the school and the Club Manager who will then begin to contact the child's parents/carers and follow the procedures laid out in the **Missing Child Policy**.

Arrival at Club

Breakfast Club

- Our staff will greet each child warmly on their arrival and the Club Manager will immediately register them on our electronic system, recording their time of arrival and the person bringing the child to club.

Afterschool Club

- Our staff will greet the children warmly on their arrival at Club where they will be immediately registered by the Club Manager, who will record their time of arrival. Head counts will be regularly taken as each cohort of children arrive from their classrooms, or as they arrive via the vehicle or walking bus.

Departure at Club

Breakfast Club

- Staff will record the time that the children leave Club and go to school, ensuring head counts are complete for each drop off. A check of the Club will be undertaken to ensure all children have left.

Afterschool Club

- Children can only be collected by an adult who has been authorised by the account holder (at the time of booking) as a named emergency contact.
- The Club Manager will ensure that each child's time of departure is recorded electronically when they leave, stating who the child was collected by.
- The child's parents/carers must inform the Club in advance if someone who is not listed on the registration form is to collect their child. The manager will contact the main parent/carer for confirmation if they have any concerns regarding departures. Those not listed on the registration form will be asked to provide photographic ID before the child can be released to them.

- The parent/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 in Year 6 only will be allowed to leave Club alone at the end of the session if the manager has discussed this fully with the child's parents and has received their written consent. In some circumstances, it will be acceptable to receive verbal confirmation from the child's parent/carer. Children below Year 6 will not be allowed to leave Club unaccompanied.

In the event of a technical issue, such as but not limited to an interruption in internet connection, Club Managers must record the children's arrival and departure in paper format, asking parents to sign their child out upon collection. In these instances, the Club Manager will check with the Pioneer administration team for a list of all the children attending, and ensure their names are recorded accurately at club. Once these children have been marked as attending, the Club Manager must call the head office to ensure the register is updated electronically. At afterschool club the cut off time for reporting this to the administration team is 5.15pm. The paper register must be kept at club (and later archived) for our records.

Absences

- If a child is going to be absent from a session, parents must cancel their session online via the booking system.
- If a child is absent without explanation, staff will contact the parents/carers and the school to check where the child should be. If the Club Manager is unable to contact a parent/carer and establish a reason for the absence the Club Manager will activate the **Missing Child** procedure.
- A record of uncancelled sessions will be kept and repeated failure to cancel sessions may lead to our service being withdrawn.

If a parent/carer is unfit to collect their child

If a parent/carer arrives at Club to collect their child and appears to be under the influence of drink or drugs, the Club Manager has a duty to assess whether the child's safety may be compromised. This may also apply if a parent/carer is mentally or physically unwell at the time of collection.

The Club Manager will:

- Speak to the parent/carer in a private area to discuss their concerns.
- Discuss with the parent/carer their arrangements for travelling home, who will be home and whether a second person should be contacted to collect the parent/carer and child.
- If the Club Manager is still concerned, they will seek the advice of the DSL before allowing the child to leave the setting.
- If there are safeguarding concerns or a parent/carer leaves with their child in an unfit state, a referral will be made to Social Services and the Club Manager will notify the police. The police will be called if a parent/carer behaves in an aggressive or violent manner.
- Incidents of this nature will be recorded in the **Incident Book** which the parent/carer will be asked to sign. If a referral is made to Social Services, this will be followed up with the completion of a referral form within 24 hours of the incident taking place.
- The Club Manager will always use their professional judgement.

Collection of Children by Minors and Children Walking to/from Club Unaccompanied

We have a duty of care to be aware of how children arrive and leave our Clubs. In some circumstances a parent/carer may request that a sibling either drops off or collects a child from our Clubs. We do not allow children to be collected by minors who are below the age of 14. If a child needs to be collected by a minor, the parent/carer should discuss this with the Club Manager, giving their authorisation. Authorisation must be obtained from the parent/carer, who should complete and sign the written permission form before the child can be collected from club. The form details agreed collection times and makes clear the process to follow. In the case of an emergency and a child needs to be collected by a minor, the parent/carer should phone the Club Manager to discuss this before the child can be collected.

The parent/carer must be available at all times so that the Club Manager can make immediate contact if a concern arises.

If a child needs to be dropped to Breakfast Club by a minor, the parent/carer should phone and discuss this with the Club Manager to agree this. The Club Manager will call the parent/carer if this has not been agreed when a minor arrives at Breakfast Club to drop a child off.

If a manager has concerns regarding the drop off/collection arrangements of a child, or are concerned about the welfare of the child, they will discuss this with the Designated Safeguarding Lead. In some cases, this may lead to a referral to Social Services.

We recognise that parents/carers of children in Year 6 may wish for them to begin walking home independently in readiness for their transfer to secondary school. In such cases, the parent/carer should discuss this with the Club Manager, agreeing a clear plan. Details such as the route, who will be home to greet the child, and a clear process of timings should all be considered. The parent/carer must be available at all times so that the Club Manager can make immediate contact if a concern arises. Authorisation by the parent/carer should be given in writing to the Club Manager before the child is allowed to leave the club unaccompanied.

Related policies: Safeguarding Children Policy and Missing Child Policy

This policy was adopted by: Pioneer Childcare Ltd	Date: 25 th January 2025
To be reviewed: 24 th January 2026	Signed: <i>J. Wilkins</i>

Written in accordance with the EYFS welfare requirements: *Safeguarding and promoting children's welfare and Suitable Premises, Environment and Equipment.*