



Arrivals and Departures

Policy statement

The PlayDen will give a warm and friendly welcome to each child and young person to the Club and ensure that they are handed safely over to their parents/carers at the end of each session.

Procedures

Admissions

It is the responsibility of the Manager or person in charge of the session to make sure 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 in the register. The register will be kept in an accessible place at all times. This process will be supplemented by regular head counts by the staff team during the session.

Records of daily registers will be kept by the Club for 21 years. These are held for the duration of the financial year within the Club setting, and after that are archived in line with GDPR 2018

Arrivals

Upon arrival at the Club every child and parent/carer will be greeted by a member of staff and will immediately record the child's attendance in the daily register.

If a parent/carer would like their child to be given prescribed medication during the day by a member of staff then they must complete and sign the Administering Medication Form required for the staff to administer any short-term medication, these are kept in the inclusion folder.

Absences from Breakfast club will be followed up as outline in this policy.

Departures

If a child is to be collected by someone other than the named person(s) on the registration form, this must be indicated to a member of staff and recorded on or before the start of the session. A password system is used if staff are unable to identify the collector of the child.

Permission and arrangements for children to leave the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers/guardians, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence. This written permission is kept with the child's registration form.

Written permission must also be obtained for those parents/carers who wish for a child to be collected by a person under the age of 16 years.

Parents/carers must notify the Club in writing (If possible, verbal consent via phone call is acceptable) if someone different is going to be collecting the child. If a person arrives to collect a child who has not been named the parents/carers will be contacted immediately.

Written notification is required if a child is not to be seen or collected by a certain person (if a court order has been issued, a copy must be given to the Manager). If a court order is not in place and the parent/guardian is still on the child's registration form to collect, The PlayDen do not have legal rights for preventing that person from collecting.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

Upon departure, the register will be signed to show that the child has left the premises and the time of departure will also be recorded.



Parents/carers must sign their child/children both in and out.

Late collection

- The Club clock will be considered the accurate time, and is set by the clock on the computer.
- Late collection risks the club exceeding the staff:child ratio, or staff having to remain on site to care for children after the club is closed. The club is not insured for these circumstances, and late collection can cause distress to the child concerned.
- A charge will normally be made for late collection. Where children are collected after 6 p.m. (or after the hours agreed for a flexible floating session in the holiday club) the charge will be £20 per 15 minutes, per child, or part thereof.
- Parents/carers are asked to telephone the Club if they are aware they will be late.
- We will contact the parents/carers if a child has not been picked up by ten minutes after the expected time of collection, and the parent/carer has not made contact.
- We will contact Social Services if a child is left more than half an hour after the expected time of collection, and parents/carers have not been contactable or made contact (See Uncollected Children Policy)
- A minimum of 2 staff will stay with the child (one of which will be the person in charge of the session – normally the manager/deputy or senior playworker).
- Persistent late collection, or failure to pay any penalty may result in the child's place being withdrawn.

Casual Bookings

Casual bookings will only be taken before 14:30 on the day childcare is required. Staff will remind parents to inform school and a confirmation email will be sent by the club immediately to both the parent and the school reception. In the event of a child going missing procedures in the Missing Child Policy will be followed.

Collection Of Children from Year Groups

Staff have a daily register which shows all children booked for that day's session this includes casual bookings. Staff are situated at designated pick up points within the school where they collect children who are booked in to the After-School Club. Teachers also receive a daily list of the children who will be attending the club that day. Casual bookings made before 14:30 and any amendments to registers are emailed directly to the school reception where they inform the relevant staff.

Absences

If a child is going to be absent from a session, parents/carers/guardians must inform the Club manager in advance.

If a child is absent without explanation, the Club manager/deputy manager will contact the parents/carers/guardians to try and ascertain the reasons behind this. We would also talk to school regarding a child not attending for a few days but are booked in. They may be off sick but any concerns are also raised at this point.

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 the support of the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.



This policy was adopted at a meeting of	The PlayDen
Held in:	April 2026
To be reviewed in:	April 2027
Signed on behalf of the setting:	
Name of Signatory:	
Role of Signatory:	Manager Deputy Manager