



Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure.

In this policy parents refers to those with parental responsibility i.e. guardians and other authorised care-givers

It is the policy of *Ysgol Y Foel Out of School Club* to welcome all children and families who, may want to attend

We do this by:

- 'Accepting applications for families with equity and in compliance with equality and rights outlined in the Equality Act 2010 - and particularly avoiding any discrimination of application and respecting individual's protected characteristics.'
- Making sure that advertisements for *Ysgol Y Foel Out of School Club* are accessible, accurate, reflect the needs of the community and are displayed in the local community and the local authority Family Information Service
- Arranging a number of '*open sessions*' throughout the year so that parents can visit and see for themselves how we work.
- Create positive relationships with parents, including where appropriate, opportunities to engage with Ysgol Y Foel Out of School Club in support of their child and/ or the setting.
- Implementing an effective settling in policy and procedure
- Operating the following procedures:

Fees:

- Fees are:
Morning Session 8.40 am – 11.20 am £17
Afternoon Session 11.20 am – 3.20 pm £18
After School Club 1 hr 3.20pm – 4.20pm £7
After School Club 2 hr 4.20pm – 5.30pm

Full Day Care 8.20 – 5.30 - £48

Day Care for Nursery pupils 11.20 -5.30 £30

and are paid *weekly - in advance/by Direct Debit*

- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday.
- Parents are advised to speak to a member of Ysgol Y Foel Out of School Club staff about payment of fees in cases of prolonged absence.
- A child's continued place at Ysgol Y Foel Out of School Club is dependent on continued payment of fees.

Charges for absence are as follows:

Unwell – if informed before 8.am £0

Family Holiday/Outing – Full term notice to be given no charge/ if full term notice not given full payment will be required.

Late pick Up - £25

Provision closed due to unforeseen event: £0

Notice: Ysgol Y Foel Out of School Club requires *one month* notice in writing of a child leaving the provision.

Allocation of places: *Ysgol Y Foel Out of School Club* allocates places fairly in the following way:

- While available places exist, they are allocated on a first come first served basis and if applicable:
- *Ysgol Y Foel Out of School Club maintains a reserved place for children sponsored by social services/employers/others – or for emergency admissions.*

Starting in *Ysgol Y Foel Out of School Club:*

- Parents complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents agree to inform *Mrs. Amanda Walker* of any changes to information they have provided.
- Parents give *one month's* notice in writing to the *Ysgol Y Foel Out of School Club* Committee to terminate their contract with *Ysgol Y Foel Out of School Club..*

Settling in policy:

Ysgol Y Foel Out of School Club acknowledges the importance of parents and staff working together to help children settle in and develop confidence to participate in all the activities offered. Some children take longer than others to do this and we respond to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings parents are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- *Ysgol Y Foel Out of School Club* keeps spare clothes available for use in the event of an accident, but parents may want to provide a change of clothes for their own child.
- Parents and their child are invited to meet the staff before registering so that their needs and requirements can be discussed.
- Parents are welcome to stay with their child for the whole or part of sessions until they and their child feel confident.
- Children may bring their comfort objects with them until they feel confident about being without them.
- Parents are encouraged to discuss the settling in process for their child with any member of *Out of School Club* staff at any time.

Arrival and collection policy

Parents can be confident that *Ysgol Y Foel Out of School Club* places the highest priority on their child's safety and well-being while in our care.

- Parents are responsible for informing *Ysgol Y Foel Out of School Club* of any changes to details of named persons who can collect their child, in writing and verbally.
- *Ysgol Y Foel After School Club* does not accept children who are unwell at the time of arrival. (see also Health and Hygiene policy)
- The attendance register is updated as each child arrives and leaves, and parents are asked to sign their own child in and out of the setting.

Parents are advised that by signing the contract and registration form they agree to inform *Ysgol Y Foel Out of School Club* of any planned or unplanned absences.

Collection from the provision:

- A child is never released into the care of any person without the written permission of the parent. However, in an emergency, a telephone call from the parent stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity on arrival. Some settings use a security word to help support this identification process.

- Arrangements for children over the age of 8 being allowed to leave the premises under arrangements pre-agreed with a parent.
- *Ysgol Y Foel Out of School Club* reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- In the event of a dispute between parents who hold shared parental responsibility for their child and are named in the contract, we cannot refuse to allow either parent to collect their child unless court orders are provided as evidence.
- We reserve the right to charge an additional fee each time a parent fails to collect their child at the agreed time and a discussion with the parent is arranged.
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any adult collecting the child not named in the routine collection data held by the setting, and any additional relevant information. A copy is given to the parents.

If a child is not collected at the time agreed in the contract:

- No child is left unattended because a parent fails to collect them on time and two members of staff remain to supervise the child.
- Every effort is made to contact the parent or emergency contacts.
- If all attempts to contact relevant adults fail, after a maximum time of 1 hour we will implement our safeguarding and child protection policy and procedure and contact the Police and take their advice for any action to take. The registered person/responsible individual is informed.
- CIW is informed of this significant event - within 14 days of the incident.

If at any time when a child is collected there are concerns that to hand over the child may be placing them at risk, the member of staff seeks advice from a manager/designated child safeguarding officer who will speak to the parent and do what is reasonable in the circumstances to safeguard the child's welfare.

In certain circumstances, the manager/designated child protection officer may advise the parent that following handover, they will call the social services duty officer or police or relevant agency, and that *Ysgol Y Foel Out of School Club's* child protection policy may be put into action. A record of the circumstances is made, and CIW is informed within 14 days of the incident.

Children who are lost or missing policy.

This policy supports the **Outings policy** and will be implemented in the event that a child becomes lost while care is being provided by *Ysgol y Foel Out of School Club*.

It is the policy of *Ysgol Y Foel Out of School Club* to protect children while they are with us and ensure they always leave our care with authorised persons.

We do this by:

- Operating a system that ensures security of the premises, allowing only appropriate entry and exit.
- Maintaining a register of children's attendance (including start and finish times)
- Operating a system of frequent head counts by staff.
- Maintaining a working telephone and/or mobile phone(s) with lists of contact numbers available and accessible.
- Carrying out regular risk assessments of the premises and activities and in response to need
- Implementing an effective arrivals and collections policy.

In the event that a child is lost or missing:

- A senior staff member is immediately alerted.
- Enquiries are made as to when the child was last seen, and where?
- The safety and security of children present are maintained making sure that there are enough adults to ensure the safety of the other children.
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk. Any security staff in the area are alerted and CCTV records checked.
- If the child is not found the police (who will advise about next steps to take) and the child's parent are called immediately.
- The search (if in line with police advice) continues, widening the search area, and adults keep in touch by mobile phone.
- After the event, an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (contact Health and Safety Executive or visit www.hse.gov.uk)
- CIW is informed within 14 days of the incident.
- Once the situation has been resolved Ysgol Y Foel Out of School Club reviews the reasons for it happening and takes any action necessary to prevent it from happening again.
- Systems to support staff are put in place if found to be necessary.
- The parent receives a copy of the results of the review.
- Ysgol Y Foel Out of School Club's insurance company is notified.

This admissions, arrivals, and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure was agreed for use in (name of provision)

On: July 8th 2025

By: Amanda Walker Caroline Conway Brid O'Connell

Position: Ysgol Y Foel Out of School Club committee.

Date of planned review: September 2026

