YSGOL Y FOEL OUT OF SCHOOL CLUB

Admissions, Arrivals and Collections, Settling In, Non-collection and Missing Child Policy and Procedure

In this policy, parents means those with parental responsibility, guardians and other authorised carers. Ysgol Y Foel Out of School Club welcomes all children and families who wish to attend.

Admissions and allocation of places

- Accept applications fairly and without discrimination, in accordance with the Equality Act 2010. Make reasonable adjustments and consult families about additional needs.
- Ensure publicity is accessible, accurate and available locally and through the Family Information Service. Offer opportunities for families to visit and meet staff.
- Build positive relationships with families and support individual settling-in arrangements.
- Allocate available places on a first-come, first-served basis, subject to registered capacity, staffing ratios and individual needs. Where applicable, retain a reserved place for sponsored or emergency admissions.

Session fees

Revised fees apply from the first week back after the October 2026 half-term, following the AGM on 30 September 2026 and parent letter dated 1 October 2026.

Session	Fee
8.40am–11.20am	£18.50
11.20am–3.20pm	£20.00
3.20pm–4.20pm	£7.00
4.20pm–5.20pm	£7.00
Full-day care for children aged two and three	£52.50
Full-day care following the nursery session	£34.00

Payment and bookings

- Fees are payable by session, weekly in advance/by Direct Debit. Continued attendance is dependent on continued payment. Payments are non-refundable, although a credit may be offered in certain circumstances.
- For After School Club, give at least 24 hours' notice wherever possible. Same-day requests are subject to staffing levels and available places.
- Contact the Out of School Club team promptly regarding prolonged absence or payment concerns.

Absence and late collection charges

Circumstance	Charge
Unwell without notice	£20
Occasional day off without notice	£20
Late collection between 5.20pm and 5.30pm	£20
Late collection between 5.30pm and 6.00pm	£40
Family holiday without four weeks' notice	£150
Provision closed due to unforeseen event	£0

Parents must notify the club of planned and unplanned absences. The existing policy provides no charge for sickness notified before 8am; this arrangement should be confirmed against the current parent contract before adoption. One month's written notice is required when a child leaves the provision.

Starting and settling in

- Before attendance, parents complete and sign the contract and registration form, acknowledge the policies and terms, and provide current emergency contacts, collection permissions and relevant health information. Notify the Person in Charge (Mrs Napper) of any changes.
- Parents and children are invited to meet staff to discuss needs and routines. Staff work with families to develop an individual settling-in approach; parents may stay for agreed periods while their child settles.
- Children may bring comfort objects and a change of clothes. Staff encourage independence sensitively, taking account of developmental and additional needs. Spare clothing is available.
- Parents may discuss settling-in progress with staff at any time.

Arrivals and collections

- Maintain an accurate attendance register recording each child's actual arrival and departure times. Parents sign children in and out where applicable; staff record transfers directly from school and reconcile attendance.
- Parents must report absences and changes to authorised collectors. Written changes are recorded and verified. Children who are unwell on arrival are managed in accordance with the Health and Hygiene Policy.
- Release children only to authorised persons. In emergencies, verify parental instructions by telephone using known contact details, record the authorisation and check the collector's identity. A password may be used. Do not release a child if identity or authority is uncertain.
- Any independent departure arrangement for a child over eight must be individually risk assessed, agreed in writing with parents and confirmed by the registered provider.
- Where parental responsibility is disputed, check any relevant court orders and seek safeguarding or legal advice if necessary; prioritise the child's immediate safety.

Failure to collect a child

- Record late collections, including date, time, collector and relevant circumstances. Inform parents and apply the charges in this policy where appropriate.
- Two members of staff remain with the child, maintaining safe supervision. Contact parents and all authorised emergency contacts; inform the Person in Charge and Responsible Individual.
- If contact attempts fail, escalate under the Safeguarding and Child Protection Policy no later than one hour after the agreed collection time. Contact children's services or police as appropriate, sooner if there is any immediate risk. Follow their advice. Never leave the child unattended.
- If handover may place a child at risk, seek immediate advice from the designated safeguarding lead and relevant agencies. Call 999 if there is immediate danger. Record decisions and actions, including advice received.
- Notify CIW of notifiable events under Regulation 31 as soon as reasonably practicable and within the applicable statutory deadline (normally 14 days). Do not delay safeguarding action while completing notifications.

Lost or missing child – prevention

This procedure applies throughout care, including outings, and supports the Outings and Safeguarding policies.

- Maintain secure access and exit arrangements, accurate attendance registers and frequent headcounts, including during transitions.
- Maintain accessible emergency contacts and a working telephone. Review risk assessments regularly and when arrangements change.
- Implement the arrivals and collections procedure consistently; ensure all staff know the missing child procedure.

If a child is lost or missing

- Alert the Person in Charge immediately. Check the register and establish when and where the child was last seen. Maintain safe supervision and required ratios for all other children.
- Carry out an immediate coordinated check of the premises and immediate surroundings without compromising the safety of other children. Alert relevant school staff or venue staff where appropriate.
- If the child is not immediately located, contact police on 999 and inform parents immediately. Do not delay the emergency call where there is danger or uncertainty about the child's safety. Inform the Responsible Individual.
- Follow police instructions, maintain communication and record actions and times. Preserve relevant evidence, including CCTV where available.
- When the child is found, assess their welfare, obtain medical attention if required and inform police, parents and relevant staff.

Recording, reporting and follow-up

- Complete an incident report promptly, including the circumstances, timeline, actions, witnesses and outcome. Obtain staff statements and parent acknowledgement where practicable; retain records securely.
- Notify CIW of the missing child incident in accordance with Regulation 31 and current notification guidance, as soon as reasonably practicable and within the applicable deadline. Notify safeguarding agencies and the insurer as appropriate.
- Review the circumstances, update risk assessments and implement corrective actions. Offer support to children, families and staff. Share relevant review findings with parents, respecting confidentiality.
- The Person in Charge monitors implementation and the Responsible Individual oversees compliance. The registered provider retains overall responsibility. Staff must read and understand this policy and receive appropriate induction and refresher training.

Related policies and guidance

Contract and Registration Form; Statement of Purpose; Operational Plan; Safeguarding and Child Protection; Health and Hygiene; Outings; Additional Learning Needs; Confidentiality; Accident and First Aid.

Welsh Government: National Minimum Standards for Regulated Childcare (2026), including Standard 2 – The Contract. www.gov.wales/national-minimum-standards-regulated-childcare-children-age-12-years-statutory-guidance

Care Inspectorate Wales: Childcare and play provider events 2026 – notification duties. www.careinspectorate.wales/childcare-and-play-provider-events-2026-summary

Child Minding and Day Care (Wales) Regulations 2010 (as amended), including Regulation 31; Equality Act 2010. Fee source: parent letter, 1 October 2026.

Policy approval record

Previous approval / version	8 July 2025
Date revised	24 November 2026
Name / position	Mrs Napper – Person in Charge
Approval authority	Out of School Club Committee (delegated authority)
Date approved	_____
Signature on behalf of provider	_____
Next scheduled review	July 2027

Before adoption: confirm the sickness notice arrangements, independent departure arrangements and all charges against the current signed parent contract. Breakfast fees are not specified in the October letter and are not included here.