

Arrivals and Departures Policy

Malvern Special Families (MSF) will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Arrivals

- Upon booking, all parents/carers must detail which dates they require their son/daughter to attend the relevant clubs.
- On these days, the parent/carer is responsible for arranging the safe arrival of the child.
- Upon arrival, all parents/carers must detail the child's arrival time on the daily register and sign appropriately
- Upon arrival, all parents/carers must detail who will be picking up the child and record this on the daily register.
- Parents/carers are responsible for ensuring that MSF staff are fully informed of all up-to-date medical information for the child, and that the relevant paperwork is completed. (See medicine policies)
- Upon arrival any medication should be passed on to the playleader of the club for safe storage.
- Upon arrival the playleader is available to answer all questions, and to provide administrative duties with parents/carers.
- Each child's keyworker will greet and welcome them, and parents/carers can pass on any relevant information regarding the child's current wellbeing and how this may affect their day.
- Parents/carers will provide stocked toileting bags where necessary, appropriate spare clothing, (sun hats, coats, etc.) and packed lunches with drinks. These will be stored by the child's name in designated areas.

Non-Attendance and Unexplained Absence

- If a child is no longer able to attend their booked place at a club due to illness or unforeseen circumstances on the day, the Parents/Carers must phone the playleader of the club to notify them at the earliest opportunity.
- All parents/carers are reminded to provide Two Emergency Contacts with current phone numbers on their Child's Information Form, in case they themselves, cannot be reached for any reason.
- Where a booked child does not arrive at their club, without reason, the playleader will call the child's parent/carer to ascertain the reason. If the playleader cannot contact the parent/carer, and 1 hour has passed since the child was due to arrive, the playleader will attempt to contact other designated adults named on the child's file/ the emergency contacts.
If parent/carers and all contacts cannot be contacted, the playleader will contact the local Social Care Team for advice.
- Unexplained absences will be recorded on a chronology form in the child's file.

Family Front Door (Children's Social Care)
01905 822666 (Monday-Friday 8.30am-5.00pm)
01905 768020 (evenings and weekends)

Transport

- MSF are not responsible for any transport of children to and/ or from our clubs at the beginning or end of the sessions. The dates are booked and arranged by the parent/carer in partnership with their social worker.

Departures

- Those people specified to collect children from MSF clubs should be made known to the staff through personal introduction. Only adults over the age of 16 will be authorized to collect children.
- It is MSF policy that no child will be allowed to leave the club unaccompanied, other than within our strict procedures of the Walking and Cycling Home Policy for children aged over 16 years old.
- No one other than the specified people may pick up a child from the care of MSF unless specified by the parent/carer. If someone else should arrive without prior knowledge, the club will telephone the parent/carer immediately.
- In the event where a parent/carer has last minute change to their plans and cannot pick up their child, they must contact the playleader and inform them of a named person, over the age of 16, who will collect the child on their behalf. In this instance if the named person is not known to MSF staff present at the club, a "Password" can be agreed by the parent/carer so that the collecting person is identified as authorised to be in care of the child.
- Each time a child is collected from our care, this person will have to sign the child person out on the daily register with the time and their signature. If an unspecified person does call to collect a child, they will be requested to wait off the premises until the main carer of that child can be contacted for confirmation.
- Parents/carers are responsible for ensuring that all the child's possessions are collected at the end of the session including lunch packs, toileting bags and medication.
- MSF requests all parents and carers to co-operate with this policy for their children's safety.
- The playleader will positively encourage an exchange of information with parents/carers upon collection of their child. This will ensure that the next session will be planned with as much information as possible.
- Late collections – please refer to the Uncollected Children Policy

Regency After School Club

- Upon receipt of the after-school club register, the Playleader will enter the names of booked children on the school portal. This informs the relevant classes of the children due to attend the after-school club that day.
- The class teacher or TA from the relevant classes will bring each child to the hall for 3.30pm for them to attend after-school club at the end of the school day. The class teacher or TA will sign the child into the club thus handing over responsibility for the child, from Regency School to MSF.
- If there is any doubt as to whether a child is booked in or cancelled the playleader will call to check with the parent/carer. If contacting the parent/carer proves difficult the playleader will call the service manager for support. The child will not be allowed to leave Regency premises until contact has been made with the parent/carer to ensure the booked arrangement/cancellation is confirmed by them. The service manager will call the parent/carer and let the playleader know what the outcome is. The deputy playleader assumes this responsibility in the absence of the playleader.
- Parent and carers must notify MSF and Regency High School of any changes to the attendance of their child at a booked session at after school clubs.

Regency Playleader mobile number: 07825 769 087

Service Manager mobile number: 07875 296 043

MSF Office Number: 01684 892526