



Arrival and Departure Policy

Whenever we say parents in this document we mean parents and carers and whenever we say child we mean children and young people aged 0 to 19 years old (up to 25 years old for young people with special needs).

You must provide a system for registering children, parents, staff and visitors attendance on a daily basis and show their hours of attendance. You must record the Full name, Date of birth, Name and address of every parent and/or carer who is known to the provider, Information about any other person who has parental responsibility for the child, Which parent(s) and/or carer(s) the child normally lives with, Emergency contact details for parents and/or carers. (Paragraph 3.81 Revised EYFS 2024) for all children who are looked after on your premises. You take all reasonable steps to prevent unauthorised persons entering the premises and have an agreed procedure for checking the identity of visitors. (Paragraph 3.72 Revised EYFS 2024).

Daily registration system

Upon arrival, children and parents/carers are required to use the designated entrance for the setting, as communicated by Camp Glide staff. A live online register will be available to the Camp Director with all those children attending during the day. The time of arrival will be recorded when signed in. Any other arrangements for the day will be discussed and noted down if different at this time. The register will be kept by the Camp Director for the day, and will be securely stored online for 5 years.

For holiday clubs the register will be checked 3 times a day: Morning 9.10 am, Lunch time, and mid-afternoon. Children will be split into smaller groups (Pods) for faster, more efficient taking of the register. For Breakfast clubs children will be signed in on arrival and the register taken at the end of the session. For After School Clubs the register will be taken at the beginning of the session.

Children are only released into the care of individuals of whom the parent has explicitly notified the provider (Paragraph 3.72 Revised EYFS 2024). Parents must update the approved collection list online if they wish someone other than a parent to collect the child

Camp Glide will ensure children do not leave the premises unsupervised. Staff will be trained and vigilant. Camp Glide's premises will be secure and safe. (Paragraph 3.72 Revised EYFS 2024).

Registration form

The registration form will contain:

- Name of Parent
- Name of Child
- Child's DOB
- Address
- Contact numbers (including emergency contact number)
- Parents email address
- Date and time of attendance
- Notes regarding child's needs/considerations
- Finance regarding bookings

Parents are prompted at the time of booking to identify their child's needs, these are noted down. When children arrive, parents will again be prompted to identify further needs, these are noted down.

Parents are asked if their details are correct during every time of contact regarding a specific booking.

Arrival and departure procedure

The registration of children will be kept on file and will be given to staff on the day concerned, after which it will be filled away. Staff/volunteer documentation will be kept with the Camp Director, relevant information will be shared with staff on a daily basis, for example: who is on the premises.

- Camp Glide will remain on the premises at all times, unless appropriate during an emergency.
- After collecting details about the needs of children, it may be shared with relevant staff members
- Signed 'Collection agreement forms' will be used to identify who may collect a child.
- Staff must sign in upon arrival. Children must be signed out by parents in the presence of a Camp Glide member of staff.
- Information collected at registration will be assumed to be correct. Parents will be asked upon arrival if the details are correct, amendments will be made at the time of arrival. Along with other essentials, a register will be kept in the emergency evacuation bag. In an emergency the bag will be collected and taken to the designated meeting point. A register will be taken. After everyone is accounted for, everyone may move to the refuge point where the register will be taken again.
- Registers will be kept at the front desk, this will be copied and kept in the emergency evacuation bag.
- Staff are trained on how to keep registers
- A register is kept of all other people on the premises.

Sibling Collectors

In cases where a sibling is arranged to collect a child from our care, the following guidelines must be followed:

- Siblings aged 18 or over may be added to the authorised collection list and are permitted to collect the child without additional approval.
- Siblings aged 16 or 17 may be permitted to collect their sibling only with prior agreement from the setting manager. This arrangement must be documented.
- Siblings under the age of 16 are not permitted to collect a child unless a risk assessment is completed and an agreement is made with both the manager and the office team in advance.

All arrangements must prioritise the safety and wellbeing of the child, and any exceptions to these guidelines must be carefully considered and recorded.

Visitors

Camp Glide will monitor visitor's access and record the following in a visitors book:

- the full name of the visitor
- the name of their organisation, company, job title or link to child, for example, parent or grandparent
- The purpose of their visit
- accurate details of the arrival and departure times
- initials of the member of staff that checked the visitor's identity
- how you check the identity of visitors.

Additional Information:

If a staff member / volunteer arrives at the premises under the influence of alcohol or other substances they will be asked to leave and will be subject to disciplinary procedures. If a parent arrives on the premises under the influence of alcohol or substances and Camp Glide believes it is likely to affect the care of the child, social services will be called. The parent may be refused access to the child if Camp Glide management thinks there is an immediate danger to the child. The police may be called. Any instance of this will be reported to Ofsted.

If anyone other than a parent wishes to collect a child they must fill out a 'collection agreement form' or update the authorised pick up list online. Upon arrival we may ask for a password for example the pickup password set online or 'the child's DOB' or ask for identification.

Staff reserve the right to request proof of identification from any adult collecting a child if they have not previously met them or cannot verify their identity.

If a child is registered to attend our after school club but does not arrive within 15 minutes of the end of the school day, the following steps will be taken:

- Follow up with the child's teacher
 - The manager will speak with the child's class teacher to determine their whereabouts.
- If the Teacher Confirms the Child Went Home
 - The manager will contact the parent/carer to confirm that the child was collected by a trusted adult.
 - If there is no answer, the manager will leave a voicemail and continue attempts to reach the parent.
- If the Child Is Attending Another Club
 - The manager will confirm with the other club that the child is present.
 - Camp Glide will inform the other club that we are expecting the child once their session ends.
 - The other club will be asked to notify Camp Glide if the child is collected directly from them instead.
- If the Child's Whereabouts Are Unknown
 - The manager will immediately implement the Lost Child Policy.
 - Parents/carers will be contacted without delay and kept informed throughout the process.

Children must be collected by an adult. If a child is uncollected:

- the parents will be called to arrange a collection. Parents may be charged for the increased supervision of their child
- If parents do not respond, social services may be called alerting them of an uncollected child.
- An incident form will be filled out.
- Ofsted will be informed of the incident.

Camp Glide will always have records of other people on site. They will know what locations they operate in and Camp Glide will never mix locations with other groups simultaneously.

Entry to and exit from the setting will only take place via the designated access point(s), as determined by the individual site. All visitors, including parents/carers, must follow the arrival and departure procedures in place, which may include signing in and out.

A member of staff will be present during drop-off and collection periods to manage access and ensure that children are safely received and released. All external doors and access points will be kept secure during sessions.

Each setting has a designated Emergency Meeting Point, which is communicated to staff and children. In the event that the primary location is unsuitable, a secondary Emergency Meeting Point will be used. All staff are aware of the evacuation procedures and the location of assembly points, and will ensure children are safely escorted and accounted for in the event of an emergency.

All policies are available to parents on our displays and upon request.

Ofsted www.ofsted.gov.uk 0300 123 1231

Surrey County Council: 0345 600 9009

[Children's social care](#): 0300 200 1006