

Arrivals and Departures and Coming from other Clubs

Quackers Out of School Clubs recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The manager will ensure that an accurate record is kept of all children in the Club, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition, we conduct regular headcounts during the session.

We can only take a child if they are registered with us and any required medication and documentation is at club.

Breakfast Club

Arrivals

- **CHILDREN MUST BE HANDED OVER BY PARENTS AND CANNOT BE LEFT TO WALK IN ON THEIR OWN.**
- Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.
- If a child arrives at club who is not booked in, if the club has space and the Supervisor is happy to take the child, they will be added and a charge will be placed on the parents account.

Departures

- When time for school the club will hand children over to the school as agreed with the school in advance.

After School Club

Arrivals

- The Club and school have a clear agreement concerning the transfer of responsibility for children's safety.
- The Club and school keep an identical register of children who require escorting between locations which is updated.
- Please see our website for collection and drop off details for your school.
- If a child arrives at one of our settings and they are not on the register our team will return the child to their teacher/ school office.
- Our staff will greet each child warmly on their arrival at the Club and will record the child's attendance in the daily register straightaway, including the time of arrival.

Departures

- Staff will record the parents or carers collecting and time of collection.
- Children can **ONLY** be collected by an adult who has been authorised to do so on their registration form, this includes **authorised collectors and or emergency contact**. Should a person NOT named as an emergency contact or authorised collector arrive to collect, the club should ask the person to contact the parents to add them onto their account as an authorised collector section (located on home page). This takes less than a minute. The club will then refresh their register. **During this time the person collecting will be asked to wait outside.**
- The club will **NOT** release a child to anyone not named as an emergency contact or authorised collector even if the password is known.
- If the person collecting the child is under 18, they must be listed as an authorised collector or emergency contact
- **We will not release to any one under the age of 13**

- If the manager has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify the Club if they will be late collecting their child. If the Club is not informed by 6pm, the Uncollected Children policy will be followed.
- Children in year 6 will only be allowed to leave the Club alone at the end of the session if the Club has discussed this with the child's parents and has received their written consent.
- Children below year 6 will not be allowed to leave the Club unaccompanied.
- If parents are in dispute, we cannot bar a parent who has parental responsibility from removing their child, unless we have seen and have a copy of a court order stating this.
- If any person collecting a child is not known to colleagues, they will be asked to provide photo identification. If this is not available, then colleagues will ask 2 questions relating to the child taken from the registration form, Being the collection password and the child's DOB. We will also confirm the identity of the individual with the child.
- If a parent or carer is perceived to be under the influence of alcohol or drugs, colleagues will do their utmost to prevent the child from leaving with them especially if they are travelling in a vehicle driven by them. Colleagues must report this to the designated safeguarding lead for the company. If necessary, the police will be called.

GOING TO OTHER CLUBS FIRST

It is very important that we are aware of any other club that your child will be going to before they come to Quackers. This can ONLY be done as follows.

1. Logging into your booking account,
2. Go onto your SUMMARY Tab where you will see all sessions booked.
3. Click on (+Add notes) next to the session in question, this will allow you to add notes and then save them. If done correctly you should then see the note next to the session.
4. Please include Club name (eg. Dance) and the other Club times.
5. THIS NEEDS TO BE DONE for EACH day throughout the term that this relates to as it will not copy across from one session to the next.
(For children who use our NAPHILL SCHOOL BASED CLUB, please ask your child to come check in with the club first before they go to their other club).

Repeated failure to notify the club that a child is going to another club first may see our services withdrawn.

Walking Bus

Where children are picked up off site and brought to club, or the club is off site and the children are walked to school, it is vital for their safety and everyone else's that they are capable of walking in a sensible manner. We are unable to take children whose behaviour during the walk we deem as unsafe to either themselves or requires a 1-1 ratio of a staff member.