



Dropping Off & Picking Up

Register

It is the responsibility of the manager to ensure that an accurate record is kept of all children in the scheme and that on arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (unless when on outings or visits). There will also be regular headcounts throughout the day. Records of daily registers must be kept for 12 months and then securely destroyed.

Dropping Off:

Children will not be allowed into the scheme before the beginning of their booked session as this will impact on our staff to child ratios.

On arrival a parent/carer or a member of the team must immediately record the child's attendance on the register, including the time of arrival. When leaving the scheme a member of staff must be present to open the entrance door so that you can leave. This is to ensure safety of the scheme at all times.

Picking Up:

No child will be allowed to leave the scheme unaccompanied. Only those named on the admission form will be allowed to pick up a child. The child must be signed out on the register along with the time of departure.

Somebody else picking up your child:

If for any reason you are not picking your child up we must be informed by you in person or by telephone of the name of the nominated person picking up. The scheme also requires the nominated person to provide the 'Password' to ensure correct identity of the nominated person. In the event that someone else arrives to collect a child without prior knowledge, the scheme will immediately contact the parent/carer and will not allow the child to be collected until confirmation is received.

Only adults must collect children from the setting, if you require somebody under the age of eighteen to collect your child you **MUST** discuss this with management in person prior to the collection. Management will use their discretion as to whether the welfare of the child may be put at risk.

Absences

If a child is going to be absent from a session the scheme must be notified.

If a child is absent for two consecutive days without explanation the scheme manager will contact the parent/carer to check everything is ok.

Regular absences from the scheme could be an early sign and/or symptom that a child or a family may be encountering some difficulties and might need support from the relevant statutory agencies. The scheme will always try to discover the cause of prolonged and unexplained absences.

Sessions missed will require payment unless at least a weeks' notice is provided.