



Arrivals and Departures Policy

- QPG Community & Sports Hub and QPG Breakfast and After-School Club recognises that the safe arrival and departure of the children in our care is at all times paramount.
- The QPG Hub Manager and DSL will ensure that an accurate record is kept of all children in the hub, and that any arrivals or departures are recorded in the register.
- The register will be kept in an accessible location on the premises at all times. This process will be supplemented by regular head counts throughout the session/day.
- **Arrivals**
- Our staff will greet each child warmly on their arrival at the hub and will record the child's attendance in the daily register straightaway, including the time of arrival.
- Parents must complete an online registration form prior to their child starting which also confirms the parent is happy to follow our medical processes in case of an emergency.
- Parents must update any changes to contact information, medical information or other details by updating their child's information on their account by speaking to the DSL.
- If a child arrives at the Club and is not on the register, staff must check with the school and the parent before turning the child away.
- If there is any doubt, ring the school reception at Wilberforce Primary for assistance.
- **After School Clubs**
- The After-School Club Staff will ensure the safe collection of the younger aged children which include, year 1 and year 2 classes. Whilst the older children will line up with their teachers until 3.15pm, if a child does not arrive it is the staff on duties responsibility to investigate the whereabouts of that child. Please liaise with the main school office staff.

Departures

After School Clubs and Holiday Clubs

- Staff will ensure that parents or carers check children out before they leave, including the time of collection.



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- Children arriving at the hub who are not on the register must be added as a late booking by hub staff, this is especially important for any later evening sessions.
- Children can only be collected by an adult over the age of 16 who has been authorised to collect them on booking system, if you are unsure speak to the DSL.
- 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.
- Parents or carers must amend their child's details on the booking system in advance if someone who is not usually listed is to collect their child. QPG Staff will contact the main parent or carer for confirmation if there are any concerns regarding departures. The child will be checked out to the parent and an incident form raised for signing on the parent's next visit.
- If any person collecting a child is not known to QPG staff they will be asked to provide photo identification. If this is not available then staff will ask 2 questions relating to the child taken from the registration form.
- The parent or carer must notify the hub if they will be late collecting their child. If QPG Hub not informed, the **Uncollected Children** policy will be followed.
- In all cases a late fee will be charged at £5 per 15 minutes or part thereof after the stated end of the session.
- No child will be allowed to leave the hub unaccompanied unless they are over the age of eight and the parent has consented on the booking system.
- If a parent or carer is perceived to be under the influence of alcohol or drugs, staff will do their utmost to prevent the child from leaving with them especially if they are travelling in a vehicle driven by them. Staff must report this to the designated safeguarding lead for the hub- Kerry Singh or the DDSL Mohamed Elbarkey.
- If necessary, the police will also be called.

Breakfast Clubs

When it is time to leave the breakfast club and go into school typically the KS2 children will gather their belongings and make their own way to their classroom. KS1 children will be taken to their classroom by a member of the QPG Hub staff and handed over to their class teacher. If the club is based off the school site, the children will be walked to the school. For the 2020 – 2021 period all children will be walked to the main school gate.

Please note Breakfast club operates between 8.10 and 8.45am every Monday to Friday



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The Breakfast Club team as of January 2020 is as follows:

Ryan Dalton – QPG Director

Kerry Singh – Hub Manager and DSL

Michael Bustillo's – Breakfast Club Coordinator

Wendy Sinclair – Breakfast Club Supervisor

Zak Bendif – Breakfast Club Support

Susie Dye – Breakfast Club Support