

6. Admissions, Arrivals and Collections, Settling In, Failure to Collect a Child, and when a Child is Lost or Missing, policy and procedure

(This should be read in conjunction with the Statement of Purpose, Living with COVID-19 policy and the Contract and Registration Form.)

It is the policy of Bradley Playgroup to welcome all children and families who, in line with our statement of purpose, may want to attend.

We do this by:

- Accepting applications from families for their children regardless of gender, culture, religion or disability.
- Taking account of the Equality Act 2010.
- Making sure that advertisements for Bradley Playgroup are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging a number of 'open sessions' throughout the year so that families can visit and see for themselves how we work.
- Welcoming parents/carers who want to be actively involved in the running of Bradley Playgroup (see parental involvement policy).
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Playgroup Fees: £12.50p per session

Snack per session: £0.35p

As part of the ethos of our group, we encourage parental/family involvement. One part of this is to have parents/family members stay for the session to help and join in with the activities on a rota basis. If you wish to take part in this incentive, we give a discount of £2.50/session. Please ask the staff for details.

Playgroup Plus Fees: £12.50p per session. *Please note; Playgroup Plus will only operate with sufficient numbers

- Fees to be paid monthly, in advance
- Invoices will be given out during the first week of the month.
- Payment is required within 7 days of the invoice date.
- Fees can be paid by bank transfer, details will be given, cheque, and childcare vouchers
- Late payment of fees may incur an additional charge of £5/day.
- The child's place in playgroup is dependent on continual payment of fees.
- Payments are non-refundable and non-transferable.
- Fees are payable if a child is absent.

Notice: Bradley Playgroup requires one month notice in writing of a child leaving the provision.

Allocation of places: Bradley Playgroup allocates places fairly in the following way:

- While available places exist they are allocated on a first come first served basis.
- If, in exceptional circumstances, Bradley Playgroup is not able to admit a child we will provide a written statement of the reasons and information about how any appeal against the decision can be made.

Starting in Bradley Playgroup:

- Parents/carers complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents/carers agree to inform Bradley Playgroup of any changes to information they have provided.
- Parents/carers give *one month's* notice in writing to the management committee to terminate their contract with Bradley Playgroup.

Settling In policy:

Bradley Playgroup acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to do this and Bradley Playgroup responds to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings parents/carers are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- Bradley Playgroup keeps spare clothes available for use in the event of an accident, but ask parents/carers to provide a change of clothes, nappies and wipes for their own child.
- Parents/carers and their child are invited to meet Amy Cheetham and Wendy Thomas before registering so that their needs and requirements can be discussed.
- Parents/carers are welcome to stay with their child for the whole or part of sessions until they and their child feel confident.
- Children may bring their comfort objects with them until they feel confident about being without them.
- Parents/carers are encouraged to discuss the settling in process for their child with Amy Cheetham at any time.

Arrival and Collection policy for morning and afternoon (including arrangements when children are not collected):

- Parents/carers can be confident that Bradley Playgroup places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing Bradley Playgroup of any changes to details of named persons who can collect their child, in writing and verbally.
- Bradley Playgroup does not accept children who are unwell at the time of arrival (see also Health and Hygiene policy).

Arrival at the provision:

- Parents/carers are advised that by signing the contract and registration form they agree to inform Bradley Playgroup of any planned or unplanned absences.
- The attendance register is updated as each child arrives and leaves.

Collection from the provision:

If any of the following happens on more than one occasion, a discussion with the parent/carer is arranged.

- Bradley Playgroup will charge an additional fee each time a parent/carer fails to collect their child at the agreed time. This fee will be £5 for every 5 minutes of lateness.
- No child is left unattended because a parent/carer fails to collect them and two members of staff remain to supervise the child.
- Every effort is made to contact the parent/carer or emergency contacts.
- A child is not released into the care of any person without the written permission of the parent/carer. However, in an emergency situation, a telephone call from the parent/carer stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity on arrival along with the child's security password.
- Bradley Playgroup reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- If all attempts to contact relevant adults fail and the child is not collected within a discretionary period after 11.45am or 2:45pm, then the Social Services duty officer will be contacted. They will be asked to advise what action to take. A responsible individual will also be informed.
- If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from a *manager/designated child protection officer* who will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the *manager/designated child protection officer* may advise the parent/carer that following handover, they will call the social services duty officer or police or relevant agency, and that the Bradley Playgroup's child protection policy may be put into action. A record of the circumstances is made.
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information. A copy is given to the parents/carers.

Children who are Lost or Missing policy

This policy supports the Outings Policy and will be implemented in the event that a child becomes lost during an outing or while care is being provided by Bradley Playgroup.

It is the policy of Bradley Playgroup to protect children while they are with us and ensure they always leave our care with authorised persons.

We do this by:

- Operating a system that ensures security of the premises, allowing only appropriate access.
- Maintaining a register of children's attendance (including start and finish times).
- Operating a system of frequent head counts by staff.
- Maintaining a working mobile phone(s) with lists of contact numbers available and accessible.
- Carrying out risk assessments of the premises and activities that are regular and in response to need.
- Implementing an effective arrivals and collections policy.

In the event that a child is missed:

- A senior staff member is immediately alerted.
- Enquiries are made as to when the child was last seen, and where.
- The safety and security of children present is maintained and *at least one* adult remains with these children who are supported and kept occupied appropriately.
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk.
- If the child is not found the police (who will advise about next steps to take) and parent/carer are called immediately.
- The search (if in line with police advice) continues, widening the search area, and adults keep in touch by mobile phone.
- After the event an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent/carer and the police should read and sign it and all records are filed in accordance with the health and safety legislation where necessary (contact Health and Safety Executive or visit www.hse.gov.uk).
- Care Inspectorate Wales (CIW) is informed on the same day of the incident.
- Once the situation has been resolved Bradley Playgroup reviews the reasons for it happening and takes any action necessary to prevent it from happening again.
- The parent/carer receives a copy of the results of the review.
- Bradley Playgroup's insurance company is notified.

This **Admissions, Arrivals and Collections, Settling In, Failure to Collect a Child, and when a Child is Lost or Missing**, policy and procedure was passed for use in Bradley Playgroup

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