

Arrivals and Departures Policy

Purpose of this Policy

Super Star Sport recognises that the safe arrival and departure of the children in our care is paramount.

We will ensure that an accurate record is kept of all children in all Super Star Sport sessions, and that any arrivals or departures are recorded in the register. The register will be always kept in an accessible location on the premises. This process will be supplemented by regular head counts throughout the session/day.

Arrivals

Our team will greet each child warmly on their arrival to our sessions 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.

If a child arrives at one of our settings and they are not on the register our team will check the system and advise parents to complete their booking online to ensure we have all the information required. If the parents are unable to do this they can be supported by the site manager once all arrivals have been registered.

Departures

- ✦ Staff will ensure that parents or carers check children out before they leave, including the time of collection.
- ✦ Children can only be collected by an adult over the age of 16 who has been authorised to collect them on booking system.
- ✦ 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.

- ✦ Upon completing the online booking, a four digit pick up pin is required to ensure children are dismissed safely and only to adults who know the pick up pin. Staff will not dismiss children without the correct pick up pin. It is essential that the pick up pin is only shared to relevant parents/carers for the safety of the child.
- ✦ 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. 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 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 club if they will be late collecting their child. If we are not informed, our **Uncollected Children** policy will be followed.
- ✦ In all cases a late fee will be charged at £1 per minute or part thereof after the stated end of the session.
- ✦ No child will be allowed to leave the camp unaccompanied unless they are over the age of ten and the parent has consented for them to walk home alone 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 company- Chaz Degun. If necessary, the police will be called. Local safeguarding partners and Ofsted will be notified if needed.

Absences

- ✦ If a child is going to be absent from a session, parents must notify Super Star Sport in advance.
- ✦ If a child is absent without explanation, staff will contact the parents or carers and the school to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents and the school the manager will contact the police and LADO.
- ✦ Super Star Sport will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

Policy Responsibility and Review

We are committed to reviewing our policy and good practice annually.

This policy was adopted by Super Star Sport	Date: 12/04/2023
To be reviewed: 12/04/2024	Signed: 