

Arrivals and Departures Policy

Malvern Special Families will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Arrivals

- Upon booking, all parents/carers must detail which dates they require their son/daughter to attend the relevant clubs.
- On these days, the parent/carer is responsible for arranging the safe arrival of the child/young person.
- Upon arrival, all parents/carers must detail the child/young person's arrival time on the daily register and sign appropriately
- Upon arrival, all parents/carers must detail who will be picking up the child/young person and record this on the daily register.
- Parents/carers are responsible for ensuring that Malvern Special Families staff are fully informed of all up-to-date medical information for the child/young person, and that the relevant paper work is completed. (See medicine policies)
- Upon arrival any medication should be passed on to the play leader of the club for safe storage.
- Upon arrival the play leader is available to answer all questions, and to provide administrative duties with parents/carers.
- Each child/young person's keyworker will greet and welcome them and parents/carers can pass on any relevant information regarding the child/young person's current wellbeing and how this may affect their day.
- Parents/carers will provide stocked toileting bags where necessary, appropriate spare clothing, (sun hats, coats, etc.) and packed lunches with drinks. These will be stored by the child/young person's name in designated areas.

Transport

- Malvern Special Families are responsible for some transport of children/young people to and/or from some summer clubs at the beginning or end of the sessions. The dates are booked by the parent/carer with MSF and the service manager books the transport. Any changes and cancellations of dates by parent/carer or transport must be reported to the service manager immediately.

Departures

- Those people specified to receive the children/young people are made known to the staff through personal introduction. Only adults over the age of 16 will be authorized to collect children/young people.
- It is Malvern Special Families policy that no child/young person will be allowed to leave the club unaccompanied.
- No one other than the specified people may pick up a child/young person from the care of Malvern Special Families unless specified by the parent/carer. In the event that someone else should arrive without prior knowledge, the club will telephone the parent/carer immediately.

- In the event where a parent/carer has last minute change to their plans and cannot pick up their child/young person, they must contact the playleader and inform them of a named person, over the age of 16, who will collect the child/young person on their behalf. In this instance if the named person is not known to Malvern Special Families staff present at the club, a “Password” can be agreed by the parent/carer so that the collecting person is identified as authorised to be in care of the child/young person.
- Each time a child/young person is collected from our care, this person will have to sign the child/young person out on the daily register with the time and their signature. If an unspecified person does call to collect a child/young person, they will be requested to wait off the premises until the main carer of that child/young person can be contacted for confirmation.
- Parents/carers are responsible for ensuring that all the child/young person’s possessions are collected at the end of the session including lunch packs, toileting bags and medication.
- Malvern Special Families requests all parents and carers to co-operate with this policy for their children/young person’s safety.
- The play leader will positively encourage an exchange of information with parents/carers upon collection of their child/young person. This will ensure that the next session will be planned with as much information as possible.
- Late collections – please refer to the Uncollected Children Policy

Regency After School Club

- The class teacher or TA will bring each young person to the hall at 3.15pm for after school club at the end of the school day. The class teacher or TA will sign the young person into the club thus handing over responsibility for the young person, from Regency School to MSF.
- If there is any doubt as to whether a young person is booked in, or cancelled the playleader will call to check with the parent/carer. If contacting the parent/carer proves difficult the playleader will call the service manager for support. The young person will not be allowed to leave Regency premises until contact has been made with the parent/carer to ensure the booked arrangement/cancellation is confirmed by them. The service manager will call the parent/carer and let the playleader know what the outcome is. The deputy playleader assumes this responsibility in the absence of the playleader.