Faenol Playgroup CIC

Policy Reference Number: 4

Admissions, arrivals and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure

It is the policy of Faenol Playgroup CIC 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, sexual orientation, culture, religion or disability
- Taking account of the Equality Act 2010
- Making sure that advertisements for Faenol Playgroup CIC are accessible, reflect the needs of the community and are displayed in the local community and the local authority Family Information Service
- Welcoming parents who want to be actively involved in the running of Faenol Playgroup CIC (see parental involvement policy)
- Implementing an effective settling in policy and procedure
- Operating the following procedures:

Fees:

- Fees should be paid in advance via Parentpay
- Payments are not refundable, however in certain circumstances a credit may be offered
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday
- Parents are advised to speak to the Playgroup Manager about payment of fees in cases of prolonged absence
- A child's continued place at Faenol Playgroup CIC is dependent on continued payment of fees.

Charges for absence are as follows:

Unwell: Full Fees
Occasional days off: Full Fees
Parents' holiday: Full fees
Provision closed due to unforeseen event: No fees
Outings: As notified prior to the outing

Notice: Faenol Playgroup CIC requires a half-terms notice in writing of a child leaving the provision.

Allocation of places: Faenol Playgroup CIC allocates places fairly in the following way:

- While available places exist they are allocated on a first come first served basis and if applicable:
- Faenol Playgroup CIC maintains a reserved place for children sponsored by social services/employers/others – or for emergency admissions

Starting in Faenol Playgroup CIC:

- Parents 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 agree to inform Faenol Playgroup CIC of any changes to information they have provided
- Parents give one half term's notice in writing to the Playgroup Manager to terminate their contract with Faenol Playgroup CIC.

Settling in policy:

Faenol Playgroup CIC acknowledges the importance of parents and staff working together to help children settle in and develop confidence to participate in all the activities offered. Some children take longer than others to do this and we respond to their needs on an individual basis.

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

- Faenol Playgroup CIC keeps spare clothes available for use in the event of an accident, but parents may want to provide a change of clothes for their own child
- Parents and their child are invited to meet the Playgroup Manager before registering so that their needs and requirements can be discussed
- Parents 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 are encouraged to discuss the settling in process for their child with the Playgroup Manager at any time.

Arrival and collection policy

Parents can be confident that Faenol Playgroup CIC places the highest priority on their child's safety and wellbeing while in our care

- Parents are responsible for informing Faenol Playgroup CIC of any changes to details of named persons who can collect their child, in writing and verbally

- Faenol Playgroup CIC does not accept children who are unwell at the time of arrival (see also health and hygiene policy)
- The attendance register is updated as each child arrives and leaves and parents are asked to sign their own child in and out of the setting
- Parents are advised that by signing the contract and registration form they agree to inform Faenol Playgroup CIC of any planned or unplanned absences.

Collection from the provision:

- A child is never released into the care of any person without the written permission of the parent. However, in an emergency situation, a telephone call from the parent 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
- Faenol Playgroup CIC reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances
- In the event of a dispute between parents who hold equal responsibility for their child and are named in the contract, we cannot refuse to allow either parent to collect their child unless court orders are provided as evidence
- We reserve the right to charge an additional fee each time a parent fails to collect their child at the agreed time and a discussion with the parent is arranged
- 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-authorised person collecting the child, and any additional relevant information. A copy is given to the parents.

If a child is not collected at the time agreed in the contract:

- No child is left unattended because a parent fails to collect them on time and two members of staff remain to supervise the child
- Every effort is made to contact the parent or emergency contact
- If all attempts to contact relevant adults fail, after a maximum time of (1 hour) we will implement our safeguarding and child protection policy and procedure and contact the Social Services duty officer (or police) and take their advice for any action to take. The registered person/responsible individual is informed
- CSSIW is informed of this significant event - within 14 days of the incident.

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, 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 that following handover, they will call the social services duty officer or police or relevant agency, and that Faenol Playgroup CIC's child protection policy may be put into action. A record of the circumstances is made and CSSIW is informed within 14 days of the incident.

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 while care is being provided by *Faenol Playgroup CIC.*

It is the policy of *Faenol Playgroup CIC* 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 entry and exit
- Maintaining a register of children's attendance (including start and finish times)
- Operating a system of frequent head counts by staff
- Maintaining a working telephone and/or mobile phone(s) with lists of contact numbers available and accessible
- Carrying out regular risk assessments of the premises and activities 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 are 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. Any security staff in the area are alerted.
- If the child is not found the police (who will advise about next steps to take) and the child's parent 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 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)
- CSSIW is informed within 14 days of the incident
- Once the situation has been resolved Faenol Playgroup CIC reviews the reasons for it happening and takes any action necessary to prevent it from happening again
- Systems to support staff are put in place if found to be necessary
- The parent receives a copy of the results of the review
- *Faenol Playgroup CIC*'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 *Faenol Playgroup CIC*

On: 6/11/19

By: Signature: Position:

Date of planned review: