

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).

It is the policy of *Wenvoe 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 *Wenvoe Playgroup* are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging an '*open session*' 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 *Wenvoe Playgroup* (see parental involvement policy).
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Operational hours & fees

Our opening times are term time only Monday to Friday.

9am – 11.45am £13.00 per session

9am – 12:45pm £16.00 per session (including transition to Gwenfo Nursery for 1pm)

Collection from Gwenfo Nursery 11:20am until 12:45pm £8.00 per session

Wednesday Afternoons only.

12:30pm – 3:15pm - £13.00

11:30am – 3:15pm - £16.00

Collection from Gwenfo Nursery at 11:20am until 3:15pm £16.00 per session

Fees are invoiced half termly; however you may pay them *weekly or monthly - in advance*. **We may accept payment voucher schemes via your workplace**. Please speak to Sandra for more detail on using workplace voucher schemes.

- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent or for a short period of sickness/family holiday.
- Parents/carers are advised to speak to Sandra about payment of fees in cases of prolonged absence.
- A child's continued place at Wenvoe Playgroup is dependent on continued payment of fees.

Charges for absence are as follows:

Sickness: Fees are due for up to two weeks

Occasional days off: Full fees are payable

Parents' holiday: Full fees are payable

Provision closed due to unforeseen event: £0.00

Notice: Wenvoe Playgroup requires *one months* notice in writing of a child leaving the provision or for changes to attendance. Charges will be made to those who do not give written notice as per our contract.

Allocation of places: *Wenvoe Playgroup* allocates places fairly in the following way:

- While available places exist they are allocated on a first come first served basis:
 - *Priority is given to parents/carers who have completed a contract and signed our terms and conditions.*
 - *Next priority is given to parents/carers who are on our waiting list.*
- *Places can be reserved one year in advance accompanied by a signed contract. One month fees will be charged from the proposed enrolment date for parents/carers who cancel without a months' notice (terms of **Notice**, see above).*
- If, in exceptional circumstances, Wenvoe Playgroup is not able to admit a child (who we have a signed contract for), we will provide a written statement of the reasons and information about how any appeal against the decision can be made.

Starting in *Wenvoe 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 *Wenvoe Playgroup* of any changes to information they have provided.
- Parents/carers give *one month's* notice in writing to *Sandra Morgan* to terminate their contract with *Wenvoe Playgroup*.

Children under 3 years of age, may attend up to 5 sessions per week and are welcome to attend the lunch club. They may only attend up to 4 hours in one day.

Children may attend all day care when they reach the age of 3 years.

Settling in policy:

Wenvoe 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 *Wenvoe 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).

- *Wenvoe Playgroup* keep some spare clothes available for use in the event of an accident or water play, however, parents/carers may wish to provide a change of clothes for their own child. Please hang the children's bags on their coat pegs.
- Parents/carers and their child are invited to meet 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 *staff* at any time.

Arrival and collection policy (including arrangements when children are not collected):

- Parents/carers can be confident that *Wenvoe Playgroup* places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing *Wenvoe Playgroup* of any changes to details of named persons who can collect their child, in writing and verbally.
- *Wenvoe 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 *Sandra Morgan* of any planned or unplanned absences.
- Parents/carers must enter their Childs' name and their own name, in the signing in book located in the foyer, with the time of releasing the child into our care.

Collection from the provision:

- On return you must sign your child out with the time we released your child from our care.

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

- *Wenvoe Playgroup* may charge an additional fee each time a parent/carer fails to collect their child at the agreed time.
- 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 the password.
- *Wenvoe 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, the Social Services duty officer is contacted who will be asked to advise what action to take. The registered person is 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* 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 *Wenvoe 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 *Wenvoe Playgroup*.

It is the policy of *Wenvoe 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 and egress.
- 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 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:

- The manager/person in charge 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
- Care and Social Services Inspectorate Wales (CSSIW) is informed on the same day of the incident.
- Once the situation has been resolved *Wenvoe 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.
- *Wenvoe 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 *Wenvoe Playgroup* from September 1st 2017

On: 20.09.2017

By: Sandra Morgan

Position: Registered Person/Leader

Date of planned review: 20.09.2018 or if changes in practice.