**The Kidsclub Company (Surrey) Ltd**

**COLLECTION OF CHILDREN PROCEDURES**

Each day the supervisor will inform all members of staff which children they will be collecting from school that day. This will be on a piece of paper with the staff name and date on. It will state the school, finishing time and full name of each child also indicating any new children and their class in case the child forgets to go to the designated meeting point.

Any staff not at work and unable to collect their list at 2.30pm will receive a text message or phone call informing them which children to collect. This message and any amendments throughout the day must be acknowledged.

Some children may walk from school to kidsclub but this will only be with staff members. Children are encouraged to carry their own belongings and walk in pairs, holding hands to cross the road. They will wear high visibility tabards.

Those children who need to be transported will be collected from school by Kidsclub transport and escorts. Details of vehicles, motor insurance and M.O.T.s are kept at the kidsclub.

Booster seats are available in all vehicles. Where in some cars 3 booster seats do not fit along a back seat we will follow the DVLA guidelines stating that a third child may travel on the back seat of a car with an adult seat belt only. (See DVLA website.) Children may not travel on the front seat of the car without a booster. Cars with airbags in the front seat should turn these off where possible.

All children must be wearing their seat belt for the full journey until the vehicle engine is turned off. Some small children may need help with their seat belts. All staff should feedback to the relevant keyworkers once a child in the EYFS has mastered this skill. (See Key Workers “Getting to know you” checklist in Keyworker folder.

**SCHOOL MEETING POINT**

Barnett Wood School Each child collected from their teacher

St Giles School Each child to be collected from their teacher

St. Peter’s School The school office

West Ashtead School The school office

Each school has a list of names of the children who attend kids club and the regular days they attend as well as all the kids club staff names. This is updated with new staff/children each term. However, all parents are instructed to tell their child’s teacher in writing also, particularly of any changes they need to make.

The manager carries all parent’s contact numbers with her when doing the daily collection in case a child we are expecting to collect from school is not there or a parent has forgotten to cancel a booking or filled their booking form incorrectly. Each member of staff carries a mobile phone in order to contact the supervisor in these circumstances. Mobile phones are then handed into the Supervisor upon arrival (see staff contracts).

The staff in the school office may also phone a parent to find out if the “missing“ child has gone home with someone else as this sometimes happens and parents forget to inform us.

If a child becomes lost before leaving school or during the period before arriving at the kids club then staff will alert both the school and the supervisor then follow the lost child policy.

**DO NOT** leave the school until you are happy you know the whereabouts of the child you were expecting to collect from school. It may be necessary for the supervisor to contact the next school you are going to, to warn them we may be delayed whilst we are looking for the “missing child”.

Upon returning to the club all staff and children are signed into the register including the time of arrival, the supervisor will check when everyone has arrived to detect any absences or discrepancies in the number of children booked into club for that day.

The first staff member to arrive back at kids club after they have collected children, will normally take charge of the register until the supervisor has returned.

By approximately 3.50pm all children have arrived. Occasionally children may have a sport’s club at school and need to be collected later than the normal time, this can only be done by prior arrangement with the supervisor.

Children must be collected from the club by 6pm and signed out stating the time they are collected. Any parents who are held up and don’t bother to contact us will be charged £5 per every 5mins they are late, this is set out in the terms and conditions and a £20 flat fee to deter continual late arrivals.

**UNCOLLECTED CHILDREN.**

1. Kids club closes at 6pm. If a parent hasn’t arrived by 6.10pm we will contact them on mobile, home and work numbers to ascertain their whereabouts. Leave a message asking the parent to contact the club immediately remembering to leave the number they need to contact. i.e. Ashtead kids club number 07956185167.
2. If there is no reply we will contact the emergency contact number on the care form and ask them to come and collect the child. Also try the numbers of any known friends within the club in case they know where the child’s parent is. Only a named emergency contact person may collect the child, not a friend or anyone who isn’t known to us without a parent’s permission.
3. 6.20pm try the parent’s number again if we still haven’t heard from them. Leave a message saying at 6.30pm we will be obliged to phone the local police station to ask for advice as the parent will now be deemed missing.
4. 6.30pm, if there is still no response from the parent or an emergency contact person is not on their way to collect the child phone Surrey Police on 0845125222 for advice.
5. At all times it is paramount not to worry or frighten the child. Find some activities to help take their mind off it, colouring, watching tv, read a book together or have a look at their homework. Remember these instances are very rare and there is normally a simple explanation, however these steps must be taken in case any thing serious has happened to the parent and staff members need to act promptly and appropriately.

Reviewed 2/8/2018