

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 *Treasure Chest* 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 into account the Equality Act of 2010
- Making sure that advertisements for *Treasure Chest* are accessible, reflect the needs of the community and are displayed in the local community and the local authority Wrexham Family Information Services
- Arranging a number of 'open sessions' throughout the year so that parents can visit and see for themselves how we work.
- Welcoming parents who want to be actively involved in the running of *Treasure Chest* (see parental involvement policy)
- Implementing an effective settling in policy and procedure
- Operating the following procedures:

Fees:

Provision	Time	Cost
Early birds	7.30 till 7.45	£2.00 + £3.00 via parent pay
Breakfast club (Council)	7.45am to 8.15am	£2.00 via parent pay
Free Breakfast Club (Council)	8.15am to 8.30am	Free
Morning session	8.55am to 12.30am	£20.00
Afternoon session	11.30am to 3.00pm	£20.00
Afterschool club	3.00pm to 5.30pm	£12.00
	3.00pm to 4.15pm	£6.00
All day care	7.30am to 5.30pm	£35.00 (deduction with funded places)
Holiday club	7.30am to 5.30pm	£35.00
	7.30am to 12.30pm	£20.00
	12.30pm to 5.30pm	£20.00
	Extra hour	£5.00

- Fees to be paid weekly or monthly - in advance. (Note details of reductions for siblings; any scheme for reduced payments/national/local initiatives)

- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent without notice from Holiday Club.
- A child's continued place at *Treasure Chest* is dependent on continued payment of fees.

Allocation of places: *Treasure Chest* allocates places fairly in the following way:

- Whilst available places exist, they are allocated on a first come first served basis and *Treasure Chest maintains a reserved place for children sponsored by social services/employers/others – or for emergency admissions.*

Starting in *Treasure Chest*

- 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 *Treasure Chest* of any changes to information they have provided.
- If the child attending has Additional Learning Needs, parents must contact *Treasure Chest* to fully discuss his/her needs before starting and then at regular (at least termly) periods. For children with ALN who only attend Holiday Club, a meeting with parents to update the One Page Profile is necessary at least a week before each holiday. It is the responsibility of parents to contact *Treasure Chest* to arrange this meeting.

Settling in policy:

Treasure Chest 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).

- *Treasure Chest* keeps some spare clothes available for use in the event of an accident, but parents are encouraged to provide a change of clothes for children attending Flying Start, Early Education, Nursery Wraparound and for those under 5 attending Holiday Club.
- Parents and their child are invited to meet *our provision supervisors or Elaine Owen (manager)* before registering so that their needs and requirements can be discussed.
- Parents are welcome to stay with their child for part of a sessions until they and their child feels 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 setting supervisor or Elaine Owen* at any time.

Arrival and collection policy

Parents can be confident that *Treasure Chest* places the highest priority on their child's safety and wellbeing while in our care.

- Parents are responsible for informing *Treasure Chest* of any changes to details of named persons who can collect their child, in writing and verbally.
- *Treasure Chest* 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, all children are signed out by the staff member who takes them to be collected .

Parents are advised that by signing the contract and registration form they agree to inform *Treasure Chest* 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, a telephone call or text message 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.
- *Treasure Chest* 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 contacts.
- If all attempts to contact relevant adults fail, after a maximum time of 30 minutes we will implement our Safeguarding and Child Protection policy and procedure and contact Wrexham Children's Services duty officer or North Wales Police and take their advice for any action to take. The registered person and club manager is informed.
- CIW 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 safeguarding person 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 safeguarding person may advise the parent that following handover, they will call Wrexham Children's services duty officer or North Wales Police and that the *Treasure Chest* Safeguarding and Child Protection policy may be put into action. A record of the circumstances is made and CIW 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 *Treasure Chest*.

It is the policy of *Treasure Chest* to protect children while they are with us and ensure they always leave our care with authorized 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 lost or missing:

- 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. This search is co-ordinated by the Supervisor. Any security staff in the area are alerted and CCTV records checked as soon as an authorised person becomes available.
- If the child is not found, North Wales 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)

- CIW is informed within 14 days of the incident.
- Once the situation has been resolved *Treasure Chest* 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.
- *Treasure Chest'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 <i>Treasure Chest</i>
On:
By: Board of Trustees
Date of planned review: