



Arrivals and Departures

Our Club 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

A register will be given to the Head Coach at each setting listing the children attending the club and they will be responsible for the children until collected at sign out. If a child is coming to the club by last minute arrangement (ad hoc) then the child's name will appear in pen on the register and it will be the responsibility of the parent/ carer to inform the school that the child will be coming to the club.

On arrival a register will be taken and the children will be asked to say yes once their name has been called. A mark will appear against the child's name to show that they are present at the club.

What happens if a child arrives at the club who is not on the register?

If a child is not on the register the parents/ carer will be contacted to either collect the child (depending on numbers) or to ascertain whether they will be staying at the club. Children who are not registered with the club cannot attend until the parent/ carer has completed the registration process.

Please see 'Missing child policy/ Lost child policy'.

Visitors to the club will be asked for ID and to sign the visitors book detailing:-

- Visitors name
- Date
- Time in
- Reason for visit
- Company
- Time out
- Signature

All visitors will be made aware of the clubs fire procedures, risk assessments and the location of the toilets

It is In2Sport duty to safeguard the welfare of the child therefore, anyone is not a visitor to the club will be asked to leave the site. If they refuse to leave the police will be called.

Departures

Children can be collected for the club at any time throughout the day.

Parents/ carers must sign children out by signing against the child's name and writing the time that the child was collected. This is so staff are always aware of numbers.

No adult other than those named on the registration form will be allowed to leave the Club with a child. In the event that someone else should arrive without prior knowledge, the Club will telephone the parent/carer immediately.

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff prior to the start of the session and recorded by the club. Ideally the adult nominated to collect a child must be one of those named on the registration form. Only adults – aged 16 years and over – and with identification, will be authorised to collect children.

The club operates a password policy for people not known to the club in order for them to safely collect a child. If someone comes to collect a child who is not the known parent/ carer or identified on the registration form they will be asked for the agreed password by the staff. If they give the correct password and the child knows this person they will be allowed to leave. Once the password has been used it will be changed to ensure the child's safety.

The club will refuse collection of the child if a password has not been sent in advance by writing or via the club telephone. It is the known parent or carer's responsibility to inform the club if another person wishes to collect a child.

If the parent/ carer or designated adult is going to be late in picking up their child they must call to inform the club at the earliest opportunity. If the club is not informed then the provisions of the Uncollected Children policy will be activated.

Permission and arrangements for children aged eight years and over leaving the Club alone at the end of a session will be a matter for discussion between the Manager and parents/carers, based on an understanding of a child's age, maturity and previous experience. Written consent for children leaving the Club alone must be submitted to the Club before such arrangements are able to commence. No child under the age of 8 will be allowed to leave the Club unaccompanied.

The club will refuse collection of a child if a parent or carer arrives and is deemed to be intoxicated with either drugs or alcohol. The decision will be made by the Head Coach to telephone the emergency contact number and make arrangements for the child to be collected by them: the duty social worker will also be informed.

If the parent/carer becomes abusive or makes a nuisance of themselves, the police will be called. The club has a duty to safeguard the welfare of the child therefore, no hesitation will be made when calling the police.

Absences

If a child is absent without explanation staff will contact the parents/carers to try to ascertain the reasons behind this. Regular absences from the Club could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Club and its staff will always try to discover the causes of prolonged and unexplained absences.