

Arrivals and Departure Policy

Summer Adventure Camp Ltd (SAC) will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

On arrival, a member of staff will immediately record the child's attendance on the **BOOKING SYSTEM***, including the time of arrival. SAC will be prepared in readiness for the children's arrival and all daily health and safety checks completed.

For departures parents and carers are expected to sign children out indicating the time of collection. Staff will ensure that this is done.

If the child is to be collected by someone other than those named on the registration form, this must be indicated to a member of staff prior to the start of the session and recorded by SAC. Ideally the adult nominated to collect a child must be one of those names on the **BOOKING SYSTEM***.

Only the adult that left the child – or agreed with the manager that it would be another adult – can collect the child.

In the event that someone else should arrive to collect a child without prior knowledge being given to SAC, SAC will telephone the parent/carers immediately.

If the parent/carers or designated adult is going to be late in picking up their child they must call to inform SAC at the earliest opportunity. If SAC is not informed, then the Uncollected Child Procedure will be activated.

Late Collection Policy

1. Introduction

Summer Adventure Camp Ltd (SAC) endeavours to ensure that all children are collected by a parent or carer at the end of each day. If a child is not collected, and the parent or carer has *not* notified us that they will be delayed, we will follow the procedure set out below:

2. Up to 15 minutes late

- When the parent or carer arrives they will be reminded that they must call SAC to notify us if they are delayed.
- Although we rarely charge / or have penalties for late collection if there are persistent issues the parent or carer will be informed that we might not be able to accept the child at camp in the future.

3. Over 15 minutes late

- If a parent or carer is more than 15 minutes late in collecting their child, the manager will try to contact them using the contact details on file.
- If there is no response from the parent or carer, messages will be left requesting that they contact SAC immediately. The manager will then try to contact the emergency contacts listed on the child's registration form.

- When the parent or carer arrives they will be reminded that they must call SAC to notify us if they are delayed, and that persistent issues might mean that we might not be able to accept the child at camp in the future.

4. Over 30 minutes late

- If the manager has been unable to contact the child's parents or carers after 30 minutes, the manager will contact the local Social Care team for advice.
- The child will remain in the care of SAC staff, on SAC premises if possible, until collected by the parent or carer, or until placed in the care of the Social Care team.
- If it is not possible for the child to remain at the SAC premises, a note will be left at the premise informing the child's parent or carer where the child has been taken (e.g. to the home of a staff member or into the care of a safeguarding agency) and leaving a contact number. A further message will be left on the parent or carer's telephone explaining events.

Useful contacts

Social Services- 01323 747373

Out of Office Hours- 01273 335905 or 01273 335906

BOOKING SYSTEM*

SAC uses EEQU for its paid for bookings and those in B&HCC and ESCC

SAC uses the WSCC designated booking system for those in WSCC