

# Sunbeams

A haven for children and  
young adults with Autism

## Safeguarding Children and Young People

### 4. Arrival and Departure Policy.

#### Scope

- This policy outlines the procedure for the safe arrival and departure of children and young people attending Sunbeams Play.

#### Aim

- The aim of the policy is to ensure the safety of children and young people within the centre's care.
- By having a clear procedure for the arrival and departure the centre can be sure the children and young people remain safe.

#### Strategy

#### Enrolment

- Upon enrolment the parents/carers are required to complete a Parent/Carer Pack and provide details of persons authorised, and not authorised, to collect their child/young person.
- There is a section within this form that requests information about any custody issues in relation to the child/young person. It is very important that the centre is kept informed of any changes to custody arrangements so that the child/young person is only released to approved adults. The centre is required to have a copy of any legal documentation (e.g. Court Access Order, Custody Arrangements etc.) so that the centre releases the child/young person to the appropriate parent/carer for collection. If at any stage the centre is unsure about custody arrangements in place for a child/young person the Manager/ Senior supervisor will ask the adult to wait until the parent/carer authorised to collect the child/young person is contacted.
- The centre will release a child/young person to authorised persons only. If necessary, photo identification or other official identification may be requested by the centre before the child/young person is released.

#### Change in authorised persons – permanent

In the event that the parents/carers want to change one of the nominated authorised persons (other than those nominated in the child/young person's Parent/Carer Pack) to collect the child/young person from the centre, it is the parent's/carer's responsibility to inform, preferably in writing, the Manager of the centre. If a legal order is given to permanently or temporarily prevent a person from collecting a child, the centre will display a photo of that person and the child/young person concerned in the office so that all staff are aware of the order.

Unit 7 Enterprise Court, Gapton Hall Road, Great Yarmouth, Norfolk, NR31 0ND

01493 442181 info@sunbeamsplay.org.uk www.sunbeamsplay.org.uk

Registered Charity No:- 1152188



## **Change in authorised person – one off arrangement**

In situations where an unauthorised person is to collect the child/young person, the parents/carers are responsible for notifying the centre by telephone or letter. The parent/carer may be required to complete a permission slip to verify the details of the newly authorised person. The centre will request the following information about the person:

- Person's name.
- Relationship to the child.
- Daytime contact details.
- Password.

If prior notice is not given to the centre and/or identification is not presented, the unauthorised person will be unable to collect the child/young person from the centre until the parent/carer has been contacted and permission given. If a parent/carer is unable to be contacted, then the child/young person will remain in the centre's care.

## **Arrival Procedure**

### **Sunbeams opening times**

Children/young people can only be delivered and collected by a responsible adult. Brothers and sisters under 18 years of age are not appropriate for this responsibility. On arrival, each child, young person or vulnerable adult must be escorted into the centre by a member of staff and recorded on the attendance register.

### **Parents/Carers are required to:**

- Upon arrival the parent/carer or other authorised person must press the Camera/intercom button on the side of the outside door; this buzzes to a member of staff in the building.
- A staff member will welcome the child, young person or vulnerable adult and allow them into the main room.
- A staff member will escort the child, young person or vulnerable adult to the coat/bag/shoe rack where they can leave these items, placing any phones or valuable items into a locker.

### **Staff are required to:**

- Staff will only admit families upon confirmation of identity.
- Unauthorised persons will not be admitted.
- Sign the child/young person or vulnerable adult in using the register kept in the office, recording the arrival time, any other info (change in authorised person picking up the child etc must be passed on to the child's keyperson and manager).
- Staff will create a happy and engaging atmosphere and interacting in a warm and friendly way.

## **Departure Procedure**

Only the parents/carers or a nominated authorised person is permitted to collect their children/young people from the centre. On departure from the centre.

### **Parents/carers/authorised adults are required to:**

- Inform staff that they wish to collect their child, young person or vulnerable adult via the camera/ buzzer and enter by the main gate.
- Wait in reception until the relevant keyworker is available to hand over.
- Liaise with their child's keyperson about the child's day by centre staff.

- Encourage their child/young person to say good bye to the staff and child/ young person's friends prior to departure.
- They must then exit the centre by being buzzed out by a member of staff.

**The parents/carers or other authorised person is responsible for the child/young person as soon as the child/young person leaves the centre.**

#### **Staff are required to:**

- Upon departure of the parent/carer or other authorised person and child, young person or vulnerable adult, staff must record the time in which they left in the register which is kept in the office.
- Say goodbye to all the children/young people and vulnerable adults prior to them leaving.
- Ensure the children/young people or vulnerable adults have all their belongings and any creations they have made whilst at the centre.

#### **Change in authorised person – one off arrangement**

- The centre staff will check the details of the authorised person or adult by checking the child/young person's enrolment form or after seeking verbal permission from a parent/carer.
- Staff will ask for password.
- If the person is authorised, the child/young person will be released. If the person is not authorised the centre staff will take whatever reasonable measures to keep the child/young person at the centre and notify the custodial parent of the situation. However, at no time will the centre staff members endanger themselves or other children/ young people at the centre.

**UNDER NO OTHER CIRCUMSTANCES WILL YOUR CHILD BE ALLOWED TO LEAVE THE CENTRE.**

#### **Associated information**

##### **Late pick up**

- A late fee of £6.00 for each fifteen (15) minute, or part thereof, will be imposed for any child/young person not collected by the allocated time. This is to cover the cost of staff overtime, at least two staff members will wait with the child/young person.

##### **Emergency Contacts**

- It is essential that parents/carers leave the centre with all emergency telephone numbers, including family doctor, and ensure that an up-to-date record is available at all times. It is in the interest of each child/young person's welfare that up-to-date, accurate information is maintained at the centre.

##### **Absenteeism**

- Parents/carers are asked to contact the centre if a child/young person is going to be absent so that all children are accounted for and illnesses can be noted.
- If a child/young person is booked in a session then the fee is payable whether the child/young person attends or not.

This policy was adopted on

20<sup>th</sup> April 2015

Policy updated

April 2024

Date to be reviewed

April 2025

Signed on behalf of the management committee

Name of Signatory

Role of Signatory

Reviewed By	Date
Sue Carr	20/04/2024