

This policy was amended on	Signed on behalf of BASK	Date for next review
<i>3rd September 2023</i>	<i>Andy McEwing</i>	<i>September 2025</i>

## **BASK Arrivals and Departures Policy**

At **BASK** we give a warm welcome to every child and family on their arrival.

### **Arrival**

On arrival at BASK, children are recorded by a member of BASK staff of their arrival in the daily attendance register.

If the parent requests their child to be given medicine during the session, the staff member must ensure that the Administration of Medication policy procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person:

- If the designated person is not known to BASK staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's full name and date of birth in order for BASK to release the child into their care. This is the responsibility of the parent.

Parents are informed about these arrangements and reminded about them regularly.

### **Departure**

On collection of the child, parents should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

BASK will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact BASK about the arrangements as soon as possible. If in any doubt, BASK will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, BASK staff will note the time on the child register immediately to show the child has left the premises.

## Late collection of children

We ask parents to agree an approximate time to collect their child from BASK. We give parents information about the procedures to follow if they expect to be late. These include:

- Calling BASK as soon as possible to advise of their situation
- Asking a designated adult to collect their child wherever possible
- Informing BASK of this person's identity so BASK can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to BASK staff, the parent must provide a detailed description of this person, including their date of birth where known. This designated person must know the individual child's full name and date of birth in order for BASK to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from BASK after a reasonable amount of time and 15 minutes have been allowed for lateness, and the parent/carer has not been in touch, we will initiate the following procedure:

- BASK manager will be informed that a child has not been collected
- The manager will check for any information regarding changes to normal routines, parents' work patterns or general information. If there is no information recorded, the manager will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails the manager will try the emergency contacts shown on the child's records
- The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times BASK will plan to meet required staff ratios
- If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the Social Services Emergency Duty Team
- BASK will inform the Care Inspectorate as soon as is convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee of **£10 per hour** will be charged to parents. This is to cover for any additional operational costs that caring for a child outside their normal BASK hours may incur.

**Contact numbers:**

<b>Name</b>	<b>Contact No</b>
Social Services Emergency Duty Team	01475 715365 / 00800811505
Care Inspectorate	<b>0345 600 9527</b>

**Adults arriving under the influence of alcohol or drugs**

Please refer to the Alcohol and Substance Misuse Policy.

**Arrivals and departures of visitors**

For arrivals and departures of visitors, BASK requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to the Supervision of Visitors Policy for further information.