

Arrivals and Departures Policy



HOPS recognises the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

The Team Leader will ensure that an accurate record is kept of all children in HOPS, and that any arrivals or departures are recorded in the register. The register is kept in an accessible location on the premises at all times. In addition we conduct regular headcounts during the session.

Arrivals

Our staff will greet each child warmly on their arrival at HOPS/ or on transport and will record the child's attendance in the daily register straightaway.

Departures

- Staff will ensure children are collected by an adult who has been authorised to do so on their registration form.
- In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child's parents or carers must inform HOPS in advance and provide a description of the person and a password that they will use. If the Team Leader has any concerns regarding the person collecting he/she will contact the main parent or carer for confirmation.
- The parent or carer must notify HOPS if they will be late collecting their child. If HOPS is not informed, the **Uncollected Children** policy will be followed.
- Children will not be allowed to leave HOPS unaccompanied.

Absences

- If a child is going to be absent from a session, parents must notify HOPS in advance.
- If a child is absent without explanation, staff will contact the parents or carers to check where the child should be. If staff still have concerns about the child's whereabouts after attempts to contact the parents the Team Leader will contact the police.
- HOPS will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

This policy was adopted by: HOPS	Date March 2018
To be reviewed annually	Signed: 