

Arrival and Collection Policy

Allstars

Office Address: 3 Crewe Road, Sandbach, CW11 4NE

Email: office@weareallstars.co.uk

1. Policy Statement

Allstars is committed to ensuring the safe and secure arrival and collection of all children attending our sessions. Clear procedures are in place to protect children from harm, ensure accurate attendance, and support a smooth transition between home and club.

This policy follows safeguarding expectations under the **EYFS Statutory Framework** and is designed to offer reassurance to families while ensuring accountability among staff.

2. Arrival Procedures

- Children must be signed in by a parent, carer, or authorised adult each day.
- Arrival times are monitored, and any late arrivals are recorded.
- A member of staff greets each child and parent at the designated entry point.
- Staff complete a headcount and attendance register promptly upon the session starting.
- Any known absences should be reported by parents in advance by phone or email.

3. Collection Procedures

- Only individuals named on the child's **Authorised Collection List** are permitted to collect them.
- If someone else is collecting, the parent must notify the club in writing or by phone in advance.
- Photo identification may be requested if the person collecting is unfamiliar to staff.
- Children are signed out by a staff member once collected.

- Staff will not release a child to anyone under the age of 16, even with parental permission.

4. Late Collection

- Parents are expected to collect children promptly at the agreed finish time.
- If a parent is delayed, they must inform the club as soon as possible.
- Two staff members will remain with the child until collected.
- A record of late collection is kept, and persistent lateness may incur a charge and require a discussion with the Club Manager.
- If a child is not collected within 30 minutes and no contact can be made, the DSL may contact Children's Social Care or the police as a safeguarding measure.

5. Uncollected Child Procedure

If a child remains uncollected:

- Staff will attempt to contact parents and all listed emergency contacts.
- The child will remain supervised in a safe, calm space.
- After 30 minutes, if no contact is made, the Club Manager or DSL will escalate to safeguarding authorities.
- A full written report will be kept of the incident.

6. Absence Monitoring

- Attendance is recorded and monitored.
- Unexplained absences are followed up with a phone call.
- Repeated absence without explanation may be referred to the DSL.

7. Safety and Security

- Collection points are supervised at all times.
- Visitors and non-authorised persons are not permitted in collection areas unless accompanied.
- Children will not be allowed to leave the premises alone.

8. Review

This policy is reviewed annually or following any incident or change to procedure.

Date of next review: August 2026

Policy lead: Club Manager / DSL