



## Admissions, Arrivals, Collections, Settling in, Failure to Collect a Child, Late Collection Fee and when a Child is Lost or Missing, Policy and Procedure

**It is the policy of Kinnerton Little Acorns to welcome all children and families who, in line with our statement of purpose, may want to attend.**

### **We do this by:**

- Accepting applications from families for their children regardless of gender, sexual orientation, culture, religion, or disability.
- Taking into account the Equality Act of 2010.
- Making sure that advertisements for Kinnerton Little Acorns are accessible, reflect the needs of the community and are displayed in the local community and the local authority Family Information Service (DEWIS).
- Welcoming prospective parents/carers throughout the year so that parents/carers can visit and see for themselves how we work.
- Welcoming parents who want to be actively involved in the running of Kinnerton Little Acorns (see parental involvement policy).
- Implementing an effective settling in policy and procedure.

### **Fees:**

- Fees are: £5 for Breakfast session (07:45-09:00), £12.50 for Early Entitlement | Playgroup session (09:00 – 11:25), £17.50 for Little Acorns Wraparound session (11:30-15:00) and £11 for Afterschool session (15:00-17:55) and are paid *half termly - in advance*.
- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent without notice or for a short period of sickness/family holiday.
- Parents are advised to speak to the Administrative Manager about payment of fees in cases of prolonged absence.

- A child's continued place at Kinnerton Little Acorns is dependent on continued and timely payment of fees.
- Parents with a contractual space are due to pay fees even in times of absence or planned leave.

**Charges for absence are as follows:**

Unwell:	Full fees
Occasional days off:	Full fees
Parents' holiday:	Full fees
Closed due to unforeseen event:	No Fee
Outings:	Full fees
Teacher Strike Days:	No Fee

**Notice:** Kinnerton Little Acorns requires 4 weeks notice in writing (by email to [office@kinnertonlittleacorns.co.uk](mailto:office@kinnertonlittleacorns.co.uk)) of a child leaving the provision.

## **Admissions**

Kinnerton Little Acorns allocates places fairly in the following way below.

While available places exist, they are allocated on a first come first served basis, please see below for criteria.

### **Admission Criteria for Term-Time Contractual Spaces** (in order of priority):

1. Little Acorns will consider the needs of a “looked after child” (child in care).
2. Children with current contracts (with a good payment history).
3. Children with a sibling who already attends Little Acorns on a contractual basis on the expected start date.
4. If sessions are full, all children will then be entered onto our “Waitlist” and then be listed in a “first-come first-served” basis (subject to points 1-3 above).

### **Parent/Carer Notifications for Holiday Club Spaces/Availability**

1. Parents/Carers of children whom attend Little Acorns with a contract in place will be notified first.
2. If any spaces remain after the initial period for contractual spaces to book then Little Acorns will ask the Headteacher of Ysgol Derwen to email all parents/carers of children in Ysgol Derwen advising them of the holiday club availability.
3. If the minimum number of bookings has been attained we will confirm by email that the day will operate. If we do not reach the minimum number of bookings then we will review the day and inform parents/carers by email if the day will not operate.
4. Once bookings either: (a) reach full capacity for that day or (b) reach a deadline provided at out-set of bookings, then bookings will close.

### **Starting in Kinnerton Little Acorns:**

- Parents complete the Online Application Form and Welcome Pack and confirm they have read and understood the Policies and Procedures and agree to the Terms and Conditions before their child attends.
- Parents agree to inform Kinnerton Little Acorns of any changes to information they have provided.
- Parents will give 4 weeks notice in writing to the Administration Manager to terminate or amend their contract with Kinnerton Little Acorns.

## **Settling in Policy**

Kinnerton Little Acorns acknowledges the importance of parents/carers and staff working together to help children settle in and develop confidence to participate in all the activities offered. Some children take longer than others to do this and we respond to their needs on an individual basis.

For our Early Entitlement | Playgroup sessions, parents/carers are encouraged to dress their child in clothes that are suitable for messy play and help their child towards their independence (for example in toileting).

- Kinnerton Little Acorns keeps spare clothes available for use in the event of an accident, but parents/carers may want to provide a change of clothes (or multiple changes) for their own child.
- Parents/Carers and their child are invited to meet the Childcare Lead for their session before registering so that their needs and requirements can be discussed.
- Parents/Carers are encouraged to discuss the settling-in process for their child with the appropriate Childcare Lead at any time.

## **Children with 1-2-1 Support**

Where possible, Kinnerton Little Acorns welcomes children of all abilities. If your child receives 1-2-1 support during their school day in Ysgol Derwen, please contact us directly regarding any bookings so we can discuss your child(s) needs.

Contact us on: [office@kinnertonlittleacorns.co.uk](mailto:office@kinnertonlittleacorns.co.uk)

## **Arrival and Collection Policy**

Parents/Carers can be confident that Kinnerton Little Acorns places the highest priority on the child's safety and wellbeing while in our care.

- Parents/Carers are responsible for informing Kinnerton Little Acorns of any changes to details of named persons who can collect their child, in writing and verbally.
- Kinnerton Little Acorns does not accept children who are unwell at the time of arrival. (see our Health and Hygiene policy)
- The attendance register is updated as each child arrives and leaves in and out of the setting.

Parents/Carers are advised that by signing the contract and registration form they agree to inform Kinnerton Little Acorns of any planned or unplanned absences where possible.

### **Collection from the Provision:**

- A child is never released into the care of any person without the written permission of the parent/carer. However, in an emergency, a telephone call from the parent stating that another adult will collect the child may be accepted provided that an accurate description of the adult is given and that the adult can give proof of their identity on arrival. A password on collection may also be used.
- Kinnerton Little Acorns reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- In the event of a dispute between parents who hold equal responsibility for their child and are named in the contract, we cannot refuse to allow either parent to collect their child unless court orders are provided as evidence.
- We reserve the right to charge an additional fee each time a parent fails to collect their child at the agreed time and a discussion with the parent is arranged (please see "Late Collection Fee" below).
- A record of events when a child is not collected on time is kept. This records the date, time of collection, the name and address of any non-authorized person collecting the child, and any additional relevant information.

### **If a child is not collected at the time agreed in the contract ("Late Collection"):**

- No child is left unattended because a parent fails to collect them on time and two members of staff remain to supervise the child.
- Every effort is made to contact the parent or emergency contacts.

- Two members of staff will remain with the child until a time that they are collected.
- Kinnerton Little Acorns will record incidents where a child is picked up late and we reserve the right to enforce a late collection fee (please see below) for up to an hour before we follow the step below.
- If all attempts to contact relevant adults fail, after a maximum time of (1 hour) we will implement our Safeguarding and Child Protection Policy and Procedure and contact the Social Services duty officer (or Police) and take their advice for any action to take. The Responsible Individual is informed.
- CIW is informed of this significant event - within 14 days of the incident.

If at any time when a child is collected there are concerns that to hand over the child may be placing them at some risk, the member of staff seeks advice from a Childcare Lead or Designated Child Protection Officer who will speak to the parent and do what is reasonable in the circumstances to safeguard the child's welfare.

In certain circumstances, the Childcare Lead or Designated Child Protection Officer may advise the parent that following handover, they will call the social services duty officer or police or relevant agency and that the Kinnerton Little Acorns' Child Protection Policy may be put into action. A record of the circumstances is made and CIW is informed within 14 days of the incident.

### **Late Collection Fee**

Little Acorns reserves the right to charge a "Late Collection Fee" in line with the amounts below:

- £12 for the first 15 minutes (to clarify, a £12 charge for any late collection any time between 1-15 minutes after the scheduled end of the session).
- £1 per minute thereafter (for example, you are 20 minutes late to collection your child from afterschool club. You will be charged £17 in total (which is comprised of £12 for the first 15 minutes and £5 for the following 5 minutes)).

Fees are being introduced due to additional costs to staff Little Acorns in instances where parents/carers are late to collect.

## **Children who are Lost or Missing Policy**

This policy supports the **outings policy** and will be implemented in the event that a child becomes lost while care is being provided by Kinnerton Little Acorns.

**It is the policy of Kinnerton Little Acorns to protect children while they are with us and ensure they always leave our care with authorised persons.**

### **We do this by:**

- Operating a system that ensures security of the premises, allowing only appropriate entry and exit.
- Maintaining a register of children's attendance (including start and finish times).
- Operating a system of frequent head counts by staff.
- Maintaining working mobile phones with lists of contact numbers available and accessible.
- Carrying out regular risk assessments of the premises and activities and in response to need.
- Implementing an effective arrivals and collections policy.

### **In the event that a child is lost or missing:**

- A senior staff member is immediately alerted (either Childcare Lead or Supervisor).
- Enquiries are made as to when the child was last seen and where.
- The safety and security of children present are maintained and *at least two* adults remain with these children who are supported and kept occupied appropriately.
- An immediate search of the premises, any outside space and the immediate vicinity is carried out by as many members of staff available without placing remaining children at risk. Any staff from Ysgol Derwen in the area are alerted and school CCTV records checked where access is possible to the School office.
- If the child is not found, the Police (who will advise about next steps to take) and the child's parent(s)/carer(s) are called immediately.
- The search (if in line with police advice) continues, widening the search area and adults keep in touch by mobile phone.
- After the event, an incident form is completed immediately, describing exactly what happened. All the staff present, the child's parent(s)/carer(s) and the police should read and sign it and all records are filed in accordance with the health and safety

legislation where necessary (contact Health and Safety Executive or visit [www.hse.gov.uk](http://www.hse.gov.uk)).

- CIW is informed within 14 days of the incident.
- Once the situation has been resolved Kinnerton Little Acorns reviews the reasons for it happening and takes any action necessary to prevent it from happening again.
- Systems to support staff are put in place if found to be necessary.
- The parent receives a copy of the results of the review.
- Kinnerton Little Acorns' insurance company is notified.

<b>This admissions, arrivals, and collections, settling in, failure to collect a child, and when a child is lost or missing, policy and procedure was passed for use in Kinnerton Little Acorns</b>
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On: 22 <sup>nd</sup> January 2024
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By: Kayleigh Ho
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Position: Administrative Manager
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Date of planned review: 1 <sup>st</sup> June 2024
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