



Swan Club

Hampton Hargate Primary School

Arrivals and Departures Policy

Date: January 2026
Review date: January 2028

Hampton Hargate Primary School believes that all children, regardless of ability and behaviour are valued equally. Groups of pupils (eg. SEND pupils, children in care, EAL pupils etc) are not viewed as separate but are part of the whole school approach. As a Dyslexia Friendly School, we understand the importance of pupils acquiring literacy and numeracy whilst promoting a broad and balanced curriculum, accessible to all. We recognise that different children's needs are met through varied and flexible provision and the use of different styles of teaching & learning throughout the curriculum. Every Child Matters (ECM) is an important part of the school ethos and we encourage all staff, governors, visitors, helpers etc to play their part in promoting this. This policy therefore applies to all our children, regardless of their gender, faith, race, culture, family circumstances or sexuality.

This school is committed to safeguarding and promoting the welfare and safety of all children and expects all staff to share in this commitment. All staff must follow the guidelines set out in the relevant section of **myconcern®** which is available online.

Our Club will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Arrivals

It is the responsibility of the Manager to ensure that an accurate record is kept of all children in the Club, and that any arrival or departure to and from the premises is recorded on KidsClubHQ.

Departures

No child will be allowed to leave the Club unaccompanied except where prior parental permission has been given.

It is the parent's responsibility to contact Swans Club in advance if there are any changes.

In the event that someone else should arrive without prior knowledge or the password registered for that child, the Club will telephone the parent/carer immediately and will not release the child until confirmation has been received.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this.

If you need to contact us during the session, please ring **07792 478617** (Please be aware that this number is only staffed from 3.15pm to 6pm although a message can be left at other times).

If the designated adult is late in picking up their child without prior warning, the procedure below will be followed.

- If a parent, carer or designated adult is late collecting their child, the Manager will be informed, the parent will incur additional costs as laid out in the Admission & Fees policy.
- The Manager will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 15 minutes has elapsed, the Manager will call the Headteacher/Deputy or Assistant Headteacher for advice.
- If no contact is made with the parent, carer or designated adult, and 30 minutes has elapsed, the Manager with the agreement of Headteacher/Deputy HT/AHT contact will be made with social care, guidance and instructions will then be followed according to social services procedures.
- Under no circumstances will a child be taken to the home of a member of staff, or away from Swans Club's premises in the course of waiting for them to be collected at the end of a session.

- The child will remain in the care of Swans Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Manager and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the loss of their child's place at Swans Club.

Upon departure, the register will be signed by the relevant adult to show that the child has left the premises. The time of departure will also be recorded.

The club closes promptly at 6pm and, therefore, parents should aim to arrive, at the latest, by 5.55pm. The club will have to pay 2 members of staff to look after a child who is not collected on time and therefore the parent will incur additional costs as laid out in the Admission & Fees policy.

Absences

If a child is going to be absent from a session, parents must indicate this to the Club in advance by leaving a message on the Swans Mobile (**07792 478617**), with the school office or by emailing: SwansClub@hampton-hargate.peterborough.sch.uk

This policy will be reviewed every 2 years.

Review date: January 2028

This policy was adopted by the Swan Club Management Committee