Clybiau Llywodraethwyr a Chylch Chwarae
Gresffordd Gresford
Governors' Clubs and Playgroup

Arrival & Collection Policy

Equality Act Impact Assessment	YES	NO	Ionawr 2025
Last Review Date	May 2026		
Date to be reviewed	May 2027		
Date Adopted by Management Committee	10.06.2026		
Responsible Individual - Mr Richard Hatwood			
Chair of Management Committee – Mrs Jan MacDonald			

1. Purpose

The purpose of this policy is to ensure the safe and secure arrival and collection of all children attending GGCP. This policy establishes procedures to protect children, promote a secure environment, and ensure that only authorized individuals collect children. GGCP is committed to meeting the requirements of Care Inspectorate Wales (CIW) National Minimum Standards.

2. Scope

This policy applies to all staff, trustees, volunteers, parents, carers, and authorized individuals involved in the arrival and collection of children at GGCP. It covers responsibilities for supervising and monitoring children's arrival, maintaining accurate records, and verifying authorized collectors.

3. Policy Statement

GGCP is committed to:
- Ensuring the safe and timely arrival and collection of children each day.
- Verifying that only authorized individuals collect children.
- Maintaining accurate records of children's attendance.
- Communicating procedures clearly to parents and carers, ensuring they understand their responsibilities for drop-off and pick-up.

4. Arrival Procedures

4.1 Arrival Times
- GGCP staff will be available to welcome children from the designated arrival time. Parents and carers are encouraged to adhere to arrival times to ensure a smooth transition and minimal disruption to activities.
- Staff will record each child's arrival on the attendance register, noting the time of arrival and any relevant information provided by parents or carers.

4.2 Supervision During Arrival
- A designated staff member will be responsible for greeting children and ensuring they are safely inside the premises before parents or carers leave.
- Staff will encourage children to engage in a planned activity or settle into the play environment, supporting a calm and welcoming start to the day.

4.3 Late Arrivals
- If a child arrives after the scheduled arrival time, parents or carers are required to inform staff upon arrival. The attendance register will be updated to reflect the arrival time.
- GGCP staff will support the child in joining activities smoothly, minimizing any impact on their experience or disruption to the group.

5. Collection Procedures

5.1 Collection Times
- Parents and carers are expected to collect children promptly at the end of each session. GGCP staff will supervise children until they are collected by an authorized adult.
- Staff will record each child's departure time on the attendance register and note the name of the individual collecting the child.

5.2 Authorized Collectors
- Parents and carers are required to provide a list of authorized individuals who may collect their child. Only individuals on this list will be permitted to collect the child, unless prior notice has been given.
- If an authorized individual is unable to collect the child, parents and carers must inform GGCP staff in advance and provide details of the alternative individual. This individual must present identification upon arrival.

5.3 Verification of Identity
- GGCP staff will ask for identification if an individual collecting a child is unknown to them, even if they are listed as an authorized collector.
- If the identity of the individual cannot be verified or if the individual is not authorized, GGCP staff will contact the child's parent or carer before releasing the child.

5.4 Late Collections
- If a child has not been collected within 15 minutes of the designated collection time, GGCP staff will attempt to contact the parents or carers using the provided emergency contact numbers.

- If parents or carers cannot be reached, staff will contact the secondary emergency contacts listed on the child's record.
- If the child remains uncollected 30 minutes after the end of the session, and no authorized individual can be reached, GGCP will follow safeguarding procedures, including contacting the local social services department if necessary.

6. Emergency and Exceptional Circumstances

6.1 Unexpected Changes in Collection Arrangements
- If an unexpected change occurs in the collection arrangements, parents or carers must inform GGCP immediately, providing the name and contact details of the new collector.
- GGCP staff will request identification from the individual upon arrival, and no child will be released without confirmation from the parent or carer.

6.2 Medical or Safety Emergencies
- In cases where a child cannot be collected due to an emergency, GGCP will care for the child until alternative arrangements are confirmed. Staff will provide reassurance and attend to the child's needs, ensuring they are comfortable and safe.
- Parents and carers are encouraged to update GGCP with any changes to emergency contact details regularly to support effective emergency communication.

7. Safeguarding and Security Measures

7.1 Secure Premises
- GGCP will ensure that all entry and exit points are secure, with restricted access to prevent unauthorized entry. Only staff, parents, carers, and authorized visitors will be permitted to access the premises during arrival and collection times.
- All external doors will remain locked or monitored during sessions to ensure children cannot leave without a designated adult.

7.2 Staff Training
- All GGCP staff and volunteers will receive training on the arrival and collection procedures as part of their induction and through regular safeguarding updates.
- Staff are responsible for familiarizing themselves with the list of authorized collectors for each child, ensuring safe and secure collection at all times.

8. Record-Keeping

- GGCP will maintain accurate records of each child's attendance, including arrival and collection times and the names of authorized collectors.
- All attendance and collection records will be securely stored in compliance with data protection regulations and will be accessible only to authorized staff.

9. Communication with Parents and Carers

- GGCP will provide all parents and carers with a copy of this Arrival and Collection Policy, ensuring they understand their responsibilities and the procedures.
- Parents and carers will be asked to confirm and update authorized collector details at the start of each term or whenever there are changes.
- GGCP staff are available to discuss any questions or concerns parents and carers may have about the arrival and collection process.

10. Policy Review

This policy will be reviewed annually by the Board of Trustees or sooner if necessary to reflect updates in CIW National Minimum Standards, changes in legislation, or GGCP's practices. Feedback from staff, parents, and carers will inform improvements to ensure the policy remains effective.

11. Compliance with CIW National Minimum Standards

This policy meets the requirements of Care Inspectorate Wales (CIW) National Minimum Standards for early years and childcare, providing safe and reliable arrival and collection procedures that prioritize children's safety and well-being.

12. Contact Information

For questions or further information regarding the Arrival and Collection Policy, please contact:
- Designated Safeguarding Lead (DSL): Hayley McGrath, Carole Hogben, Tracy Rees or Rachel McLaren.
- Administration Officer: Lisa Halsall (01978 852342 or playgroup@allsaints-pri.wrexham.sch.uk)