



Drive Lounge Academy Arrivals and Attendance Policy

Drive Lounge Academy recognises the importance of having robust systems in place to ensure the safe arrival and collection of children. Drive Lounge Academy has a duty of care to all children that attend events and clubs and is committed to ensuring there are effective methods of delivering information between staff and the authorised adult in order for each child to remain safe whilst in Drive Lounge Academy care. Drive Lounge Academy will ensure that an accurate record is kept of all children in attendance.

Procedure for arrivals and departures

Drive Lounge Academy believes that the best possible way of achieving this policy is to receive each child from an authorised adult and to release each child securely to an authorised adult at the end of the day in the following way:

- Drive Lounge Academy staff will receive information from Head Office detailing which children are expected to be attending.
- On arrival the authorised adult must write the time of arrival and sign in to confirm the child is now in Drive Lounge Academy care. They must also provide the full name of the authorised adult collecting, even if it is themselves.
- Children must be collected by an adult who has been authorised on the registration form, photo ID will be required to confirm identity. The agreed password system will be used if no photo ID is available.
- Drive Lounge Academy appreciate that many children make their own way to and from school and families may wish to continue this during the holidays. Whilst it is the preferred option that children are always accompanied by an authorised adult, Drive Lounge Academy recognises that the parent(s)/guardian(s) would like to allow their children to make their own way to and/or from events and clubs. If this is the preferred option for the parent(s)/guardian(s) then the unaccompanied child system will need to be followed.

Password system

If the authorised adult who dropped the child off requires another authorised adult to collect the child, they must inform the Drive Lounge Academy staff in advance and provide: the name, and a description of the person and a password that they will use to identify themselves and the child. Only then will the Drive Lounge Academy staff release the child to another authorised adult.

If the Drive Lounge Academy staff have any concerns regarding the authorised adult collecting the child or if the collecting authorised adult does not have the correct password, Drive Lounge Academy staff will contact the parent(s)/guardian(s) for confirmation. For the welfare of the child, the child will not be released from Events and clubs until the parent(s)/guardian(s) on the registration form has been contacted. In exceptional circumstances, if the parent(s)/guardian(s) require another authorised adult who is not listed on the registration form to collect their child, they must inform Drive Lounge Academy staff in advance and follow the same system.

Unaccompanied child

Drive Lounge Academy will respect this wish and allow children to arrive and/or leave unaccompanied. This is on condition that the parent(s)/guardian(s) have put their wishes in writing to Drive Lounge Academy indicating a time to expect the child on events and clubs and a time that Drive Lounge should release the child at the end of the day. This written consent must be emailed to Drive Lounge Academy info@driveloungeacademy.co.uk, prior to the events and clubs opening or be given to the events and clubs staff in a written letter by the authorised adult

- Any child with permission to arrive at events and clubs unaccompanied must report to Drive Lounge Academy staff no later than the time stated. Drive Lounge Academy staff will allow a time frame of 10 minutes after the stated arrival time for the child to sign in. Any child who is expected to arrive unattended and has not arrived by this time will be considered to be lost or missing. The missing child system will be followed, and the parent(s)/guardian(s) will immediately be contacted and informed. The minimum age for this is 10 years old at the time of attending.
- Only when the child has reported to Drive Lounge Academy staff and has been signed into their group will Drive Lounge Academy duty of care begin.
- Any child with permission to leave Drive Lounge unaccompanied will be signed out at the time stated by the parent(s)/guardian(s). At this point Drive Lounge Academy duty of care will cease.
- Drive Lounge Academy takes no responsibility for the health and welfare of any unaccompanied child before they are signed into Events and clubs or after they have been signed out.
- Drive Lounge Academy will not accept children who arrive at events and clubs unattended if it has not been pre-arranged.

Any such child will be kept safe whilst the parent(s)/guardian(s) is contacted and asked to come and collect the child or attend events and clubs to sign them in. If no contact is made the police will be called.

Uncollected child

Drive Lounge Academy has a legal obligation to ensure that every child is safely returned to an authorised adult.

Drive Lounge Academy will not release any child to an unauthorised adult, even if the collection is late, unless:

- The authorised adult telephones to state that a different authorised adult will be collecting the child and photo ID will be asked for or the password system is followed.

All children MUST be collected by:

- For Half day sessions – 1:15pm for the morning session and 5:15pm for the afternoon or
- Full day sessions by 5:15pm (unless timings are otherwise specified at time of booking).
- If for any reason you are unable to collect by these times, we ask that you call the Events and clubs staff or Head Office as soon as possible.

Two members of staff will wait with your child until they are collected. You will be charged a late pick-up fee of £20 for every 15 minutes after the relevant session times above to cover the additional staffing cost. If we have no contact from a parent/guardian by a further 15 minutes from these times, we will contact Social Services to advise them we have an uncollected child. We reserve the right to refuse future bookings from parents who continually pick up late.

In the event of a child still being present after 6.00pm, Drive Lounge Academy staff will follow the procedure below:

1. If the child has not been collected by the times set out above, and Drive Lounge Academy has not been advised of a delay, the events and clubs staff must notify Head Office.
2. Attempts will then be made to contact the parent(s)/guardian(s) using the contact numbers provided on the registration form.
3. If the child's parent(s)/guardian(s) cannot be reached, and the child has not been collected following a further 15 minutes from the stipulated times, the Designated Safeguarding Lead will be informed and seek appropriate advice.
4. Drive Lounge staff will follow the advice and instructions of Social Services if requested.
5. Two events and clubs staff will stay with the child until they have been collected by an authorised adult, who is authorised by the parent(s)/guardian(s) or Social Services.
6. Drive Lounge Academy standard pick-up window is 1pm, 5pm or 6pm depending on the sessions booked. The parent(s)/guardian(s) will be charged a late pick-up fee of £20 for every 15mins after the times set out above (i.e. 1-15pm. 5-15pm or 6-15pm) the child remains in Drive Lounge Academy care to cover staffing costs.

Absences

- If a child is going to be absent from a scheduled day at Drive Lounge Academy, the parent(s)/guardian(s) must notify the events and clubs staff or Head Office to allow us to update our records.
- If a child is absent without explanation, the events and clubs staff or Head Office will contact the parent(s)/guardian(s) to check where the child is.
- Drive Lounge Academy 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.

If staff have any concerns about the welfare of the child, the events and clubs staff will raise the concern with the Designated Safeguarding Lead.

Missing child

If a child appears to be missing, the following procedure should be followed:

- Drive Lounge Academy senior staff should be informed who will alert all other staff.
- All children should be assembled as for a fire drill, to enable a roll call and head count to be completed.
- A full register of the crews should be taken putting faces to names, to confirm the identity of the missing child.
- Drive Lounge Academy Head Office must be advised immediately a child is suspected of being missing, so that they can offer further support and guidance.
- If the child is confirmed to be missing, the remaining children should be kept together, with the minimum number of staff possible (commensurate with safety) to supervise, while all other staff carry out a full search of the premises and grounds.
- If after 10 minutes from the child first being realised as missing and they cannot be located, the Drive Lounge staff will inform the Police and advise the parent(s)/guardian(s) of the situation
- The Designated Safeguarding Lead will be informed as part of point 4 above.