

Admissions, arrivals and collections, settling in, failure to collect a child policy and procedure

(This document is to be read in conjunction with the Statement of Purpose, Operational Plan, Child Protection/Safeguarding Policy & Parental Involvement Policy)

It is the policy of *Wenvoe Playgroup CIO* 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, culture, religion or disability.
- Taking account of the Equality Act 2010.
- Making sure that advertisements for *Wenvoe Playgroup CIO* are accessible, reflect the needs of the community and are displayed in the local community and the local authority Families Information Service.
- Arranging 'open sessions' throughout the year so that families can visit and see for themselves how we work.
- Welcoming parents/carers who want to be actively involved in the running of *Wenvoe Playgroup CIO* (see parental involvement policy).
- Implementing an effective settling in policy and procedure.
- Operating the following procedures:

Operational hours & fees

Our opening times are term time only Monday to Friday.

Monday to Friday

9am – 11:45am £17.60 per session

9am – 1pm £25.60 per session

All day care Wednesday and Thursday only - 9am – 3:15pm - £40.00

Collection from Gwenfo School

Breakfast Club 08:50am £3.20 (includes transition fee)

Nursery: 11:15am until 1pm £12.80 per session

Wednesday & Thursday only

11:15am until 3:15pm £25.60 per session

Wrap around fee to or from Gwenfo Nursery School is £1 per day, in addition to those fees above, unless otherwise stated.

Fees are invoiced half termly

Fees are payable in advance, each term, on receipt of invoice, as per contract.

Fees are to be paid direct into Wenvoe Playgroup CIO bank account (details are on each invoice, which we send via email).

Should you wish to split your invoice into two separate payments, an additional charge of £1 will be added to your account.

Should you wish to pay fees weekly, an additional charge of £1 for each payment will be added to your account. The additional charges are to reflect administration and banking charges.

We may accept payment voucher schemes via your workplace. *Please speak to us for more details on using workplace voucher schemes.*

We also accept payment via the Government Tax Free Childcare Scheme and are also registered with The Welsh Government 30 Hour Childcare Offer. For further information please visit our website www.wenvoepaygroup.co.uk or speak to us.

- Payments are not refundable, however in certain circumstances a credit may be offered.
- Fees are payable if a child is absent for a short period of sickness, for holidays taken in term time and any absence during term time.
- Parents/carers are advised to speak to *the Person in Charge* with regard to payment of fees in cases of prolonged absence.
- A child's continued place at Wenvoe Playgroup CIO is dependent on continued payment of fees.

Charges for absence are as follows:

Sickness: Fees are due for up to four weeks.

Occasional days off: Full fees are payable.

Family holiday in term time: Full fees are payable

Provision closed due to an unforeseen event: Fees due for 1 week (5 days)

If we are advised to close the group by Public Health Wales, Welsh Government, OR CIW, then fees will be due for up to 10 working days.

Notice: Wenvoe Playgroup CIO require **4 weeks'** notice in writing of a child leaving the provision or for changes to attendance. Charges will be made to those who do not give written notice as per our contract.

Allocation of places: Wenvoe Playgroup CIO allocates places fairly in the following way:

- While available places exist, they are allocated on a first come first served basis:
 - *Priority is given to parents/carers who have completed a contract and signed our terms and conditions.*
 - *Next priority is given to parents/carers who are on our waiting list.*
- *Places may be reserved 6 months in advance accompanied by a signed contract. One months' fees will be charged from the proposed enrolment date for parents/carers who cancel without a months' notice (terms of Notice, see above).*
- If, in exceptional circumstances, Wenvoe Playgroup CIO is not able to admit a child (who we have a signed contract for), we will provide a written statement of the reasons and information about how any appeal against the decision can be made.

Starting in *Wenvoe Playgroup CIO*

- Parents/carers complete and sign the contract and registration form and confirm they have read and understood the policies and procedures and agree to the terms and conditions before their child attends.
- Parents/carers agree to inform *Wenvoe Playgroup CIO* of any changes to information they have provided.
- Parents/carers give *one month's* notice in writing to *the Person in Charge* to terminate their contract with *Wenvoe Playgroup CIO*.

Settling in policy:

Wenvoe Playgroup CIO acknowledges the importance of parents/carers and staff working together to help children settle in the provision and develop confidence to participate in all the activities offered. Some children take longer than others to do this and *Wenvoe Playgroup CIO* responds to their needs on an individual basis.

To help children settle quickly and feel comfortable and confident in their new surroundings, parents/carers are advised to dress their child in clothes that are suitable for messy play and help their child towards independence (for example, toileting).

- *Wenvoe Playgroup CIO* keep some spare clothes available for use in the event of an accident or water play, however, parents/carers may wish to provide a change of clothes for their own child. Parents/carers and their child are invited to meet before registering so that their needs and requirements can be discussed.
- Parents/carers are welcome to stay with their child for the whole or part of session until they and their child feel confident.
- Children may bring their comfort objects with them until they feel confident about being without them.
- Parents/carers are encouraged to discuss the settling in process for their child with *staff* at any time.

Arrival and collection policy (including arrangements when children are not collected):

- Parents/carers can be confident that *Wenvoe Playgroup C/O* places the highest priority on their child's safety and wellbeing while in our care.
- Parents/carers are responsible for informing *Wenvoe Playgroup C/O* of any changes to details of named persons who can collect their child, in writing and verbally.
- *Wenvoe Playgroup C/O* do not accept children who are unwell at the time of arrival (see also Health and Hygiene policy)

Arrival at the provision:

- Parents/carers are advised that by signing the contract and registration form they agree to inform *staff* of any planned or unplanned absences.
- Parents/carers must enter their Childs' name and their own name, in the signing in book located in the foyer, with the time of releasing the child into our care.

Collection from the provision:

- On return you must sign your child out with the time we released your child from our care, with the exception of 11:45am and 1pm whilst daycare is in operation.

If any of the following happens on more than one occasion, a discussion with the parent/carer is arranged.

- *Wenvoe Playgroup C/O* may charge an additional fee each time a parent/carer fails to collect their child at the agreed time.
- No child is left unattended because a parent/carer fails to collect them and two members of staff remain to supervise the child.
- Every effort is made to contact the parent/carer or emergency contacts.
- A child is not released into the care of any person without the written permission of the parent/carer. However, in an emergency situation, a telephone call from the parent/carer 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 the correct password.

- *Wenvoe Playgroup C/O* reserves the right to make additional checks on persons arriving to collect a child if considered appropriate in exceptional circumstances.
- If all attempts to contact the relevant adults fail, the Social Services duty officer is contacted who will be asked to advise what action to take. The Person In Charge is informed and Care Inspectorate Wales (CIW) are notified within 14 days.
- If at any time there are concerns, where to hand over a child may be placing them at risk, the P.I.C. will speak to the parent/carer, and do what is reasonable in the circumstances to safeguard the child's welfare. In certain circumstances, the P.I.C may advise the parent/carer that, following handover, they will call the social services duty officer or police or relevant agency, and that the *Wenvoe Playgroup C/O*'s child protection policy may be put into action. A record of the circumstances is made.
- 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-authorised person collecting the child, and any additional relevant information. A copy is given to the parents/carers.

The **admissions, arrivals and collection** policy and procedure was passed for use in *Wenvoe Playgroup C/O*

For use from: 1st January 2026

By: Sandra Morgan

Position: RI/Person in Charge

Date of planned review: Annually or sooner if changes in practice