



ARRIVAL, DEPARTURE AND ABSENCE POLICY

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Author	Karen Double
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Arrivals and Departures

LEAPS Suffolk recognise that the safe arrival and departure for everyone in our care is paramount. The session lead will ensure that an accurate record is kept of everyone at the Club, and that any arrivals or departures are recorded in the register.

An operational plan is kept with the session lead and a register/headcount sheet is kept with each group lead at all times. A head count is carried out every 45 minutes. However, if an individual or group moves area or there is a transition then another headcount is needed.

Car park

All parents/carers should park in the car park using the Birkfield Drive entrance and not use the main entrance as this is not manned. All parents/carers should be mindful to the fact that staff, children and young people may be walking in the car park area, so please be very cautious and reduce your speed. Arrival and departure times are extremely busy and can pose a health and safety risk, especially as we have some very eager attendees, who may not see your car. All staff wear a hi vis during arrival and departure times to make us more visible.

Arrivals

Each group has a different arrival time to ensure safety and minimise cars in the car park. You will be informed of this prior to the attendee's first session. Please only arrive at your time and stay in your car. If you are not coming by car, please wait a short distance away from the main gate.

We will:

- Greet you and your child/ward at your car
- Sign them in on our register and record any information you may share, such as who is collecting, personal care etc.
- A member of the team will escort your child/ward to his/her group and inform the Group Lead
- The Group Lead will record the attendee's time of arrival on their head count sheet
- A member of staff will be assigned to show attendees where to put their belongings and if it is their first day show them where the toilets etc are.

To maintain safety and to give attendees the opportunity for some fresh air, we encourage everyone to go outside for a while when they first arrive. However, we are mindful to the fact that some attendees need space when they arrive and we try to accommodate this.

If you are late, you may need to wait when you arrive as we will need to get everyone from the other group in first. If the gate is not manned, please call the club number on 07761397535 or 07502775685

Departures

Each group has a different departure time to ensure we can keep everyone safe, man the gates etc. You will be informed of this prior to your attendee's first session. Please only arrive at your time and stay in your car. If you are not coming by car, please wait a short distance away from the main gate.

If you are going to be late, please let us know as soon as possible. This way we can pre warn your child, so they don't get anxious that you are not here to collect them

If a person unknown to us is collecting your attendee, please make us aware at arrival time. It would be helpful if we could have a photograph of this person. **A password is also needed as is the registration and colour of the car of the person collecting.**

The manager will contact the main parent or carer for confirmation if we have any concerns regarding departures. The parent or carer must notify the Club if they will be late for collection. If the Club is not informed, the Late Collection policy will be followed.

An attendee will only be handed over to an authorised person over the age of 16 years

Absences

All attendances and absences are recorded. If an attendee is going to be absent from a session, parents/carers must where possible notify the Club in advance. If an attendee does not attend a session, this will be followed up with a phone call or email to the main contact by the Manager. If there is a prolonged absence and no contact has been made, then our Safeguarding Policy comes into effect.

See our Fees Policy regarding the procedure for loss of fees.

Late Collection Procedures

Please see Late Collection Policy.