

Arrival and Departure of Children Policy

Statement of intent

To ensure that children's arrival and departure from nursery is safe. To ensure that children are only collected by their parent/guardian or those authorised to do so by their parents/guardian. In the event of a child not being collected by a designated person the Nursery School will put into practice agreed safe procedures.

Aim

For the child to be safe at all times whilst in Nursery care with as little worry and distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Procedures

Parents of children starting at the nursery school are asked to provide specific information which is recorded on our Registration Form including:

- home address and telephone number, mobile phone number;
- place of work, address and telephone number (if applicable);
- emergency contact: someone who is authorised by the parent to take care of the child in an emergency
- information about any person who does not have legal access to the child.
- We have a Collection Procedure given to all parents to ensure safe collection, see attachment
- Regular Collection forms for names and telephone numbers and relationship of people who are authorised by the parents to collect their child from nursery school, a pass word is used until all staff know the 'Regular Collector';
- Occasional Collection forms for when parents or the persons normally authorised are not able to collect the child, the parent provides the name, address and telephone number of the person who will be collecting their child. We ask parents for a 'password' to identify the person who is to collect their child if they are not known to staff at the setting.
- Additional security i.e Code Words can be arranged if a parent requires it, (e.g. for making sure that any telephone messages can be verified). Code words will be kept in the child's file in the office.
- If staff are in any doubt about the identity of the person collecting a child, they will telephone the main carer to double check about collection arrangements.

Arrival

When children arrive at nursery the door must be opened by a qualified member of staff (parents are reminded not to open the door through a sign on the door). Students, volunteers, apprentices do not open the door unless under the express permission of the Supervisor of the session. Members of staff are trained in security and know that the door needs to be locked and the alarm bell activated each time the door is closed.

When the child has been greeted and made to feel welcome the member of staff who did the door will record the child's attendance on the register. The Supervisor of the session checks the register is correct when most children have arrived and writes the total number of children attending on the timetable.

On occasions when parents are aware that they will not be at home or in their usual place of work, this is recorded by a member of staff in the school diary for contact purposes.

Departure

One member of staff is designated to do the door at the end of the session. Induction training is given about this procedure. After each entry/exit the door is locked and the bell is activated. Staff are made aware of the importance of the door not being left open or unlocked at any time.

When staff open the door for a child who is leaving with their parent/carers, the staff member records this on the register by writing the child's time of departure. If this is mid way through the session, the tick next to the child's name on the timetable is crossed and the new 'total number of children' is written.

Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number.

Non collection

If a child is not collected at the end of the session/day, we follow the following procedures:

- The Diary, Occasional Collection file, whiteboard and telephone messages are checked, all staff are asked, for any information about changes to the normal collection routines;
- if no information is available, parents/carers are contacted at home or at work;
- if this is unsuccessful, the adults who are authorised by the parents to collect their child from nursery school - and whose telephone numbers are recorded in the Regular Collectors file or the Emergency Contact number is called;
- the staff will contact the owners of the nursery to advise them of the situation
- all reasonable attempts are made to contact the parents/carers, for example a neighbour is contacted or another member of staff visits the child's home;
- the child stays at nursery school in the care of one fully-vetted worker until the child is safely collected;
- the child does not leave the premises with anyone other than those named on the Registration Form and in the Regular Collection file;
- if no-one collects the child and the premises are closing or staff are no longer available to care for the child, staff will contact our Early Years and Childcare Locality Manager and inform Ofsted.
- a full written report of the incident will be recorded;
- depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

All the undertakings above are subject to the paramount commitment of the nursery school, which is to the safety and well-being of the child. Please see also our policy on Safeguarding Children, we work in accordance with the DPA 1998 and the GDPR 2018

Refer to: Collection Guidelines, Collection of Children Procedure, Privacy Policy