

Arrival, departure and child collection policy

In the event of a child's parent/carer being late to collect their child, at least two nursery staff will remain in the nursery with the child. All attempts to reach the parents/carers via telephone will be made. If parent/carer cannot be contacted then staff will contact the other names on the emergency contact list. After all of the above have been attempted, 7.00pm will be the point at which a referral will be made to Children Services MASH. (See safeguarding policy for contact details) Staff will remain with the child whilst the procedures are followed.

The well-being, safety and security of all the children in the setting is our main concern. The following procedure has been drawn up to ensure that this is maintained at all times, that an accurate record is kept of all children in the setting including absences, arrival and departure and that all children leave the premises with adults who are authorised to do so by the main carers of each child. Parents/carers are NOT to let in other parents/carers or members of the public to the premises and should therefore ask them to wait until a member of staff can authorise their entry.

Children and families arriving on our premises:

- Parents/carers should enter the setting using the settings video/telecom/bell system which is manned by the staff.
- On arrival the member of staff will immediately record the child's attendance and arrival time in the appropriate register.
- All children and family members are greeted and feedback from parents/ carers is obtained by staff on arrival.

Departure of Children:

- Before any child starts any of our services the parents/carers is required to provide the names and contact details of all people authorised to collect their child on their registration form. Only persons named on the registration form will be permitted to collect your child.
- If the named person/s cannot collect the child they are responsible for, the parents/carers must inform staff of who will be collecting and give consent in writing where possible, with a clear

description and contact details including address and telephone number of the responsible person.

- If possible, we would like to meet the person collecting in advance, enabling the staff to feel confident about the child leaving safely and happily. In the instance that this is not possible we suggest a password is given to ourselves and the person collecting allowing us to allow entrance once the password has been checked at the door upon arrival.
- We will not allow any child in our setting to go home with a child under the age of sixteen years unless written consent has been provided by the parents/carers and agreement given by the Manager or Deputy in their absence.
- In the instance of an unknown/unnamed adult coming to the setting to collect a child, they will be asked to wait outside while contact is made with the main carer. If this is not possible, they will be requested to wait until contact can be made. On no account will a child be allowed to leave the premises with an unauthorised person. Any deviation made by any staff member will be considered as gross misconduct and will be dealt with appropriately.
- Staff will feedback relevant information about each child's day on the parents/carers arrival as long as it does not impinge on the welfare of the other children or other personal commitments if it is after 5.00pm.
- The staff member must record the time of the child's departure on the register.