

### 1.4.1 Arrival, Departure and Child Collection Policy

#### Policy statement

The 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 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.

#### Children and families arriving on our premises:

- Parents/carers should, unless the gate is already manned, enter the setting by pressing the bell hanging on the gate.
- On arrival the member of staff will immediately record the child's attendance on the daily register/day sheet.
- All children and family members are greeted and feedback and/or day specific instructions from parents/carers is obtained by staff on children's arrival.

#### Booked in child does not arrive for allocated session

- Should a child not arrive at nursery and no notification of the child's absence has been received from the parent/guardian then attempts will be made to contact the parent/guardian. They will be called and/or emailed or texted. Should contact be made and a satisfactory explanation is received no further action is taken. Should we be unable to make contact with the parents/guardian this is noted on the daysheet and we will continue to establish a reason. Compassion and understanding is shown at all times.

#### Safeguarding note:

- **N.B.** Should an explanation from a parent prompt any safeguarding concerns we will refer to our safeguarding policies.

#### Departure of Children

- Before any child starts at our setting the parent/carer 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. Photo ID is required when we have not met the person collecting before.
- If the named persons cannot collect the child they are responsible for, the parent/carer **must** inform staff of whom will be collecting and give consent through letter/email where possible with a clear description and contact details including telephone number of the responsible person. A password is agreed which **must**

be communicated by the person collecting to avoid any doubt of who the person collecting is. Photo ID is required.

- 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 a password should be given to ourselves and the person collecting, allowing us to allow entrance once the password had been checked at the gate upon arrival.
- We will not allow any child in the nursery to go home with a child under the age of sixteen years unless written consent has been provided by the parent/carer and agreement given by the managers/directors. In the instance of an unknown/unnamed adult coming to the setting to collect a child, they will be asked to wait outside the front gate while contact is made with the main carer. If it is not possible to contact the main carer they will be requested to wait outside the front gate until contact is made. **N.B. They will, under no circumstance, be allowed inside the front gate until contact is made with the main carer. 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 parent's/carer's arrival as long as it does not impinge on the welfare of the other children or other personal commitments, in which case an alternative time can be arranged if necessary.
- The staff member responsible must record the time of the child's departure in the register/day sheet.

### **Late Collection of Child**

- If any child in our care is not collected after the end of their agreed session and the parent/carer has not rung the Nursery to inform us of their whereabouts our 1.4 Uncollected Child Policy will be put into practice.

### **Parental rights**

As stated by law all parents listed on the birth certificate have parental responsibility. We understand difficult situations can arise within families and will work with you to support you through these. Following the new law in 2003, if the father of the child was present when the birth was registered and his name is on the birth certificate as the child's father, the father's position as a parent is equal to that of the mothers. Due to this law, whilst we aim to support parents in difficult situations, we have no right in stopping either parent in exercising their parental rights. The only time we can stop a parent accessing their child is if there is a court injunction out against them. If there is no court injunction against them and they arrived to pick up or see their child we will endeavour to make contact with the main carer to inform them of the situation.

### **Arrival and Departure of Staff**

- All staff are expected to ensure they are signed in & out of the staff register on their arrival and their departure on every working day. In addition they are marked in in the staff register and the numbers on the white board are changed if necessary.

### **Arrival and Departure of Visitors**

- Visitors will be asked for a photographic proof of identity **before being let in through the gate** unless they are known to the setting. Once satisfactory ID has been produced they will then sign themselves in

using the visitor's book located at the kitchen hatch in the nursery. The visitor's name, organisation (where applicable), full address, purpose of visit and arrival and departure times will be recorded. All visitors will be informed the nursery is a no-mobile zone and where the muster point is in case evacuation of the building is necessary. The member of staff supervising the visitor signing in will undertake it to inform them of these points as well as ticking the box to confirm appropriate and sufficient ID has been seen. **If acceptable ID cannot be produced a visitor will not be admitted to the setting unless they are known to the setting.**

Updated 07/09/22