ARRIVALS AND COLLECTIONS POLICY

Introduction

Arrival and departure from the nursery should be a welcoming and relaxed experience for all children and their families. In particular, a high level of regard should be given to the safety and security of everyone at the Centre.

We aim to be as flexible as possible in regard to meeting individual family needs to arrive and depart to and from the Centre across the day. All parents will be notified of our opening hours, which are from 7.45am to 6.00pm Monday to Friday, Term Time, and 8.00am to 6.00pm Non Term Time. In addition, all visitors to the setting will be welcomed, but required to sign in at Reception and will be escorted at all times whilst on the premises.

Aim

We aim to ensure that all children, parents and staff are safe and secure at all times on the Centre premises. To achieve this:

- We operate an open door policy to all parents, whom we welcome as part of the Centre's community
- We recognise the importance of parents having sufficient time to share relevant information with staff at the beginning of every day, and saying goodbye to their children, so that they leave the nursery feeling reassured about leaving their child
- We ensure that anyone collecting the child is authorised to do so
- We ensure that at the end of the day the parents/carers are given relevant and accurate information about their child's day

Procedure

Arrival

The management and team are responsible for allowing access to the Centre at all times.

During breakfast and afterschool sessions (7.45-9.00 and 3.00-6.00) access to the Centre is only by the main door and doorbell.

During Playgroup and Pre-school sessions (9.00-12.00 and 12.00-3.00), access will be via the side gate, which will be opened 5 minutes before the session, and closed following the session commencement. Outside of these hours, and when the gate is shut, entry will be via the main door via Reception.

Where the management team are not available to give access to the Centre, only staff members are permitted to answer the door, determining the identity of parent/carer – ensuring that the "middle" door in the reception area is closed.

Students, work experience students, visitors, agency staff, volunteers and parents are **NOT PERMITTED TO ANSWER THE DOOR AT ANY TIME**. They must ask the parent to remain outside whilst they fetch a member of the management team.

The staff members must ensure that register is taken and the individual child is marked in and out of the Centre.

The member of staff must inform other team members if the child is to be collected by another adult and ensure a permission to collect form has been filled in. This must be marked on the register beside the child's name. The Permission to Collect form must be completed by the parent/carer.

Relevant information about the child, including medication that needs to be administered must be obtained from the parent/carer, and the relevant documentation filled out.

Any injuries that have happened at home need to be put on the Accident At Home form.

Any information provided by the parent should be recorded in the room communication book so that it is passed on correctly.

Parents should be encouraged to inform their child that they are leaving and be provided with the opportunity to say goodbye.

A child remains the responsibility of the parent until they are marked in to the Centre, even if they are on the premises.

Visitors

All visitors are required to report to the main Centre office and sign the visitor's book, and read the fire evacuation policy.

The Centre Manager and Senior Management staff are responsible for allowing visitor's access to the Centre at all times. In their absence they may delegate the responsibility to the Supervisors.

Students, work experience students, parents, volunteers, and agency staff are **NOT PERMITTED TO GIVE ACCESS TO THE CENTRE AT ANY TIME**. Visitors arriving at the door will be asked to remain outside whilst the Centre Manager is informed of their arrival.

Where access is permitted, the visitor is required to follow visitor guidelines and sign the visitor's book. Visitors will be escorted at all times.

Collection

The Management Team are responsible for allowing access to the Centre at all times.

Where the Management Team are not available, only members of staff may open the Centre doors to parents/carers.

Where a parent/carer arrives to collect their child, their identity MUST be confirmed prior to giving access.

Students, work experience students, parents, volunteers, and agency staff are NOT PERMITTED TO GIVE ACCESS TO THE CENTRE AT ANY TIME.

Where an unrecognised adult arrives to collect a child and the parent hasn't filled in a permission to collect form the Management Team must contact the parent/carer to clarify collection and ask for their full name so ID can be checked. Parents must always notify the setting if someone other than them is collecting child. The management team are responsible for requesting identification and a password and checking this against the permission to collect form. Where details do not match or the individual is not authorised, collection of the child WILL NOT be permitted. Contact will be made with the child's parent to inform them of the situation. Where the information is correct, the adult will be granted entry and escorted where they will be handed over to the key worker or a member of the key worker team.

Where a parent's representative arrives to collect a child is known to the Centre, but there has been no information about an alternative collector, the Centre Manager or Supervisor MUST contact the parent for confirmation.

The parent is responsible for ensuring that all the child's belongings are collected, and drawer is checked for communication. Information about the child's day and any medication will be shared with the parent/carer verbally.

Any accidents and incident forms will be discussed and signed for.

The staff member taking the register is responsible for noting the child's departure on the room register.

All parents are not permitted to answer the main door to other parents, even if they are known to each other. The Supervisor is responsible for ensuring that this request is passed on to the parent and staff are responsible for reminding parents not to permit access to the Centre.

Once the child has been registered out of the room, the child is the responsibility of the parent, even if they are still on the premises.

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

- Check permission slips to ensure that we have not been informed that someone else should be collecting the child. Check with the Manager and Room Leaders.
- Parents/carers will then be contacted at home or at work.
- If this is unsuccessful, we will contact the adults on the emergency contact list filled out by parents in the Parental Contract and arrange for them to collect the child.
- All reasonable attempts are made to contact the Parents or nominated carers.
- The child will not leave the premises with anyone other than those named on the emergency contact list.

- If no-one collects the child and there is no-one who can be contacted to collect the child we will contact our local authority social services department telephone number 01604 626938.
- The child stays at the setting in the care of two fully-vetted workers until the child is safely collected either by the parents, carers or by a social worker;
- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Ofsted will be informed.

Late collection of children will be charged at £5 for every 15 minutes that the parent/carer is late.