ARRIVALS AND COLLECTIONS POLICY – Yellow Room

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 in the yellow room.

Opening times for the yellow room are 8.45am to 5pm term tine only.

Aim

We aim to ensure that all children, parents and staff are safe and secure at all times in the yellow room. 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 staff team are responsible for allowing access to the yellow room at 8.45am, 3pm & 5pm.

To access pre-school the Bracken Leas playground gates will be open from 8.30am and our team will open the yellow room door at 8.40am to allow parents to drop off and exit the school gate by 8.45am.

During Pre-school session (8.45-3.00), access will be via the Bracken Leas reception office. We ask that parents/carers make every effort to arrive before the gate is closed to minimise disruption to the school.

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 Bracken Leas reception office and sign the visitor's book, and reading the fire evacuation policy.

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

Stepping Stones will open the gate at 2.50pm to allow parents to have time to speak to the team about their child's day and exit the gate at 3pm. Parents that have children in Bracken Leas are allowed to collect their children at 3.10pm when the gate is opened by the school. Please note if you want to speak to the team about your child's day or any other matters you need to arrive for 2.50pm.

If collecting from afterschool club the large gate on Pavillons will be opened at 4.40pm to allow a 20 minute collection window for parents/carers. It is the room leaders responsibility to ensure only parents access the site and the gates are locked again at 5pm.

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 YELLOW ROOM 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/Yellow room, 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.

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 be brought down to the main Stepping Stones site, via the internal path while contact is trying to be made.
- 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 Stepping Stones 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.