



## Arrivals and Collections Procedure

### **Statement of intent**

It is our intention to make our settings as secure as possible for children when entering and leaving our care.

### **Aim**

We aim to ensure that each child is handed over into our care safely and to a familiar person and is kept safely in our nursery until they are collected by a parent / carer or an appropriate adult.

### **Method**

There is a security system on the nursery doors which ensures all parents/ carers entering the building must ring the bell and be escorted into the setting by a member of staff. All internal doors to the rooms have either a fob system in place or a keypad, parents will be allowed entry to through these by a member of staff.

Staff will answer the door, you can hand your child over at the door or a member of staff will accompany you and your children down to their respective rooms by their parent/carers and handed over to a member of staff at the main room door, this time will be used to share any information about your child, messages etc. The member of staff then records the time of arrival for that child.

Children will only be admitted into the setting at their arranged start time. Any child coming early will be asked to wait with their parent / carer until the correct start time. We are registered for a certain number of children per session and anyone coming early could affect our numbers and staff ratios. Please note the parent/carers is responsible for their child until the child has entered the setting and been handed over to nursery staff.

When collecting their child, parent/carers are required to ring the bell and wait to be escorted into the setting. The person collecting the child must be a responsible adult over the age of 16 years old and will be required to produce identification if the nursery has any doubts of age.

If the nursery staffs believe any parent to be under the influence of alcohol or drugs the child will not be released into their care and an appropriate adult will be contacted to collect the child.

Only persons entered on the child's registration form and who have legal contact will be permitted to collect a child. If anyone else is collecting a child, arrangements must be made with the nursery when dropping the child off. All parent/carers are asked for a password unique to them when they register with the setting, anyone collecting a child that is not known to the nursery **MUST** be able to provide this password.

### **Non-collection of children**

If a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible.

### **Methods**

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

- The message board is checked for any information about temporary changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.

- If this is unsuccessful, we will contact the adults who are authorised by the parents to collect their child from the setting and whose telephone numbers are recorded on the Registration Form.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Registration Form
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our Central Duty Team
- For full day care, this will be the Immediate Help (Out of hours) team
- Telephone number: **01482 300304**
- The child stays at setting in the care of two fully vetted workers until the child is safely collected either by the parents 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.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file and Ofsted will be notified forthwith.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.

#### History Log

Rev.no.	Date	Description of revised issues
1	30/11/2016	Initial Revision
2	01/11/2017	No changes to content.
3	01/11/2018	No changes to content.
4	01/11/2019	No changes to content.
5	01/11/2020	No changes to content.
6	01/08/2021	No changes to content.
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This policy has been approved and authorized by:

Author	Approved By	Authorized By	Revision No.	Valid From
Vicky Gray	Vicky Gray	Sarah Russell	8	01/08/23

This document has been electronically approved; hence it contains no signature(s).