



Charters Ancaster Nursery and Forest School



ARRIVALS AND DEPARTURES POLICY

Reviewed By: Nursery Manager

Date approved by Directors: _____ Signature: _____

Date for Review: February 2020

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Company Registration No. 3174367 Registered Office: City House 3 Cranwood St London EC1V 9PE Registered Charity No: 1054300

ARRIVALS

Children will not be allowed into the nursery before the beginning of their booked session/s as staff will not be in place. Any early drop off needs to be agreed in advance.

Parent/carers must take their child to the allocated room. They should pass their child over to a member of staff or their key person who will be waiting to greet them. This process is a developmental process for each child and we recognize that at times this can be stressful for a parent. Do share your worries with your child's keyworker or room leader.

It is essential that children are **signed in and out by staff** at all times for fire /safeguarding purposes.

DEPARTURES PROCEDURES

To ensure that children are collected by authorized adults, it is essential that the following procedures are adhered to:

When a child is first registered at the nursery a registration/admissions pack must be completed by the parent/s giving details of adults who have parental responsibility and any other responsible adults (over 16years) who are authorized to collect the child. We ask that parents update when necessary and inform us of changes. Parent/s must inform us who will normally be collecting the child and must always let us know if someone else is going to collect the child, giving us a description and or/photo and assigning a password.

In the event of an unknown or unauthorized person arriving to collect a child then under no circumstances will that child be released until contact is made with the parents/carer. A description of the collector will be asked for as well as a password. The nursery manager or senior member of staff must be informed. If required the police will be contacted.

If a known person arrives to collect a child but is not the normal person who collects and we have not been informed, then staff will first contact the parents to check the child can be released, ensuring they give a description and password.

If a known person arrives to collect a child but is not in a state which staff deem suitable to care for a child (eg acting violently or is under the influence of alcohol or other substances) then the child will not be released. The manager will call

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another authorized person to come and collect the child. Police will be called if necessary.

PARENTAL DISPUTES

In the event of parental disputes **that have not been through the courts** (where both parents had registered their child on the original contract); we cannot prevent the child from being collected by either parent as long as they are both known to the Nursery.

If there is any query the other parent must be contacted to inform them that their child has been collected. The child's best interests and welfare are of paramount importance and every effort should be made to avoid upsetting scenes in front of the child. The exception to this is where we suspect the child to be at risk from this parent-in this case, safeguarding procedures must be followed. If in doubt check with the managers.

In the event of parental disputes **that have been through the courts** (where only one parent had registered their child on the original contract); we cannot allow the other parent to collect the child without authorization from the parent who has signed the contract.

In the event that there is a court order in place detailing custody or access rights by a parent then we will adhere to this and place a copy on the child's file. There will be no exceptions.

LATE OR UNCOLLECTED CHILDREN

Uncollected children with no notification of any reason for the delay - the following procedure must be implemented:

After 15 minutes make contact with the parents to ascertain reasons

If they are not available other nominated adults authorized to collect will be notified.

Failing this the Nursery manager will be contacted to discuss the escalation procedure, which may include contacting the Police and SPOA.