



**ARRIVALS AND DEPARTURES POLICY**

**(including ‘Failure to collect a child’)**

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| **Reviewed on** | **Approved by** |
| 06.05.2021 | N. Crump |
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**ON ARRIVAL**

Children will not be allowed into the nursery before the beginning of their booked session/s as staff will not be in place before the time agreed.

Any early drop offs will need to be agreed in advance by the Nursery Manager.

Parent/Carers must ring the doorbell for their child’s classroom and wait outside the nursery until a member of staff answers. A member of staff will then take the child into the nursery and to the relevant classroom.

**It is essential that children are signed in and out by staff as soon as they enter the nursery.**

**This is for fire /emergency/safeguarding purposes.**

**LEAVING THE NURSERY**

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.

**Parents will have a pre-arranged password agreed with the Nursery and children will not be released to anyone the staff do not know unless the password is given.**

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 a senior member of staff must be informed.

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 (for example acting violently or is under the influence of alcohol or other substances) then the child will not be released. The manager will call another authorized person to come and collect the child. Police we 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 a check must be made with the Nursery Manager.

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 COLLECTIONS**

If children are not collected at the agreed time then they will be retained with the rest of the class or at late waiting. However the parent will be charged for the ‘over time’ as stated in the Nursery Terms and Conditions:-

‘*Repeated late collection or collection beyond 15 minutes after the end of the session will be charged at £10 per 15 minutes or part thereof. Any session finishing at 6pm MUST be collected on time as the Nursery will be closed at this time.’*

NB If staff are informed of a good reason for delay then the parent/carer will be charged at the usual hourly rate.

Late collection apart from the trauma it gives the child of being apparently ‘abandoned’, also causes Safeguarding issues for staff, because they might not be in the required ratio for the children in their care.

**‘Failure to collect a child’**

* **If a child is not collected and there is no notification of any reason for the delay – then the following procedure will be implemented:**
* **After 15 minutes staff will contact 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.**