



ARRIVALS AND DEPARTURES POLICY

(including 'Failure to collect a child')

Reviewed on	Approved by
06.05.2021	N. Crump
01/02/2023	S Crump
10.10.2024	S 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 and this could affect the staff:child ratios if not adhered to.

Any early drop-offs will need to be agreed on and booked in advance.

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. If parents need to pass any information onto staff regarding their child they can do so via the messenger on Family to make the handovers as quick as possible. If a more in depth conversation is needed they can request to speak to a member of staff.

It is essential that children are signed in and out by staff as soon as they enter/leave the nursery. This is for fire /emergency/safeguarding purposes.

LEAVING THE NURSERY

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

When a child is first registered at the nursery a registration 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 authorised to collect the child. We ask that parents update us when necessary and inform us of changes. Parents 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 unauthorised person arriving to collect a child then under no circumstances will that child be released until contact is made with the parents/carer.

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.

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 Nursery Manager or Designated Safeguarding Lead (DSL) will call another authorised 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); 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 or DSL.

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

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 in our late waiting session. However, the parent will be charged for the 'overtime' 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 and then £1 per minute after the first 15.

'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:

- Within 15 minutes staff will contact the parents to find out why the child has not been collected.
- If they are not available, other nominated adults authorised to collect will be contacted.
- Failing this, if no contact can be made after 30 minutes, then the Nursery Manager or DSL will be contacted to escalate the procedure which may include contacting the Police and SPOA.

SPOA Contact:

Telephone: **01323 464 222** Monday to Thursday 8.30am to 5pm and Friday 8.30am to 4.30pm.

Out of hours, with serious concerns that cannot wait until the next working day, contact the Emergency Duty Service:

Telephone: **01273 335 906** or **01273 335 905** Monday to Thursday 5pm to 8.30am and Friday's, weekend's and bank holiday's after 4.30pm to 8.30am