

Arrivals and Departure Policy

Key information about this policy:

Policy Reference	ECCC-005
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Date of Review	February 2027
Approved By	Isabel Ruddick – Co-Director

Policy Purpose

To ensure that the arrival and collection of children is carried out safely and to promote the welfare of the children in our care.

Scope, Application, Access

- Policy applies to: all staff, parents/ carers, children, volunteers and students.
- Policy applies at all times and all from all locations where children are in our care.
- Policy available to: All staff, current parents/carers, public.

Policy / Procedure

Arrival of Children

- Parents and carers are given access to the Centre via the front door, once their identity has been verified by a member of staff using CCTV or the intercom system.
- Parents and carers are asked to buzz the room that their child attends.
- Parents and carers are asked to not allow any other people into the building but wait for them to be buzzed in by a member of staff who can verify their identity.
- On arrival to the child's room, a practitioner will welcome each family and record the child's attendance and time of arrival on Famly.
- Parents/carers must inform staff of any details that are relevant to the care of the child e.g. their health including Calpol administration, home events including accidents etc. This information will then be passed on to the relevant practitioner(s) and recorded when/where necessary.
- If a friend or family member is dropping off a child, the office staff will show them which room to go to.

Collection of Children

When a child is collected from nursery a member of the team will provide information to the parents/carers about their child's day. Parents/carers are asked to arrive earlier than the end of the session time if they would like detailed and individualised feedback regarding their child's day.

Parents/carers must give the written information of names and the relationship to child of all people authorised to collect their child on the Registration Form. Only persons named on the Registration Form will be able to collect the child, without notification and requirements being met.

If a parent/carer wishes any other person, other than those listed on the registration form to collect their child, then authority must be granted in advance and at the earliest opportunity. Without this authority the child will not be able to leave the Centre. To grant authority, the parent/carer is required to provide the Office with the person's full name, a password and a brief physical description. The password must NOT be the child's name. The person will also be required to provide a valid form of photo ID when collecting the child.

Children will not be allowed to leave with anybody under the age of 16.

If staff do not recognise the person collecting the child (even if they say they are the person listed on the registration form), they will check who they are and ask for proof of identity and the password. If there is any doubt, the child's parent/carer must be contacted and the child will not be allowed to leave.

In the event that someone else should arrive to collect the child without the Centre being previously informed, a member of staff will contact the parent/carer immediately and the child will not be allowed to leave the premises. The parent/carer will be asked if they give their permission for their child to leave with this person after verifying their identity against their photo ID, E.g. Name, brief description, word/phrase/date that only this person would know. If contact with the parent/carer cannot be made, the child will not be allowed to leave the premises.

Once appropriate checks have been carried out to confirm the identity of the person collecting the child a staff member will sign the child out on Famly to show that the child has left the Centre's care. The time of collection is automatically recorded. If verification can not be properly completed for the person who has come to collect a child, the child will remain in our care, in which case the late collection/uncollected child procedure will apply.

Late Collection

If the person collecting the child has informed the Centre that they will be late and it is outside of normal operating hours, the child will be looked after by at least 2 members of staff until they are collected and the late fee will be applied (see Admissions and Fee

policy). During normal operating hours, the Centre will make plans to meet the required staff:child ratios, where possible.

Late fees of £1 per minute are charged when a child is collected after their designated session end time (12:50 or 16:50). We ask that parents/carers contact the Centre before collection time to advise that they will be or might be late and make arrangements for someone else to collect their child wherever possible. If a parent/carer is persistently late in collecting their child, this information will be passed onto the Senior Management team and services may be withdrawn.

Uncollected Child Procedure

In the event that a child is not collected by an authorised adult at the end of a session, we put into practice agreed procedures. These ensure the child is cared for safely by experienced and qualified practitioners who are known to the child. The child will receive a high standard of care in order to cause as little distress as possible.

If a child is not collected at the end of a session, the following procedures will followed:

- A member of staff will check to see if there have been any messages about changes to the normal collection routine.
- Two members of staff will stay with the child, one of which will be a senior member of staff. Staff will not work alone at any time.
- A member of staff will contact the child's parents/carers by phone. If this is unsuccessful, the emergency contacts phone numbers on the child's Registration Form will be called. It is now the standard to have at least two emergency contacts for each child registered (who are not parents/carers).
- 20 minutes after the collection time or setting has closed, if no contact has been made, staff will contact the Practice Director, in the event the Practice Director isn't reachable or is on leave, the Operations Director and Chair of the Management Committee should be contacted. Staff will continue to keep them advised of the situation.
- One hour after the collection time or setting has closed, if no contact has been made, Social Care/First Response (depending on the time of day) and the police must be contacted and staff will seek their advice regarding next steps.
- Incidents will be recorded by a Designated Safeguarding Lead and discussed with the parents/ carers at the earliest opportunity.
- If we have passed the incident onto any other agency, we will ensure that the agency concerned is given all assistance in pursuing any investigations.
- We will notify Ofsted as soon as possible and within 14 days.
- The Late Pick-Up Charge will be applied - see Fees Policy.

Contact information:

Practice Director Isabel Ruddick	Tel: 07762994445
Chairperson (Management Committee) Anna Proyer	Tel: 07854291965

First Response (9-5pm) Emergency Duty Team - emergencies outside office hours	Tel: 0117 903 6444 Tel: 01454 615165
Avon & Somerset Police (non-emergency calls)	Tel: 101
Ofsted	Report a serious childcare incident - GOV.UK

Staff

Details of staff working each day will be recorded and will include their shift start and finish times. Staff sign in and out of the building using the Famly app on the tablet in the foyer.

Visitors and volunteers

Visitors should only be buzzed into the building, and then immediately stopped in the foyer by the person that buzzed them in. They will be asked for proof of their identity and will sign in by using the visitor's book. Details recorded will include name, organisation (if applicable), purpose of the visit and their arrival and departure times. They will be given a badge on a lanyard to wear so they are easily identifiable. Visitors should be escorted and never left unaccompanied in the presence of children.

Record-Keeping

The tablets containing register information will be kept on the premises at all times. See Family Policy.

Information

Under the Children Act 1989 parents do not lose parental responsibility except through an adoption order. This means that separated/divorced parents retain rights to have contact with their children unless the courts have made an order that they should not do so. Staff do not have the right to stop divorced or separated parents from collecting their children unless they are aware of a court order preventing contact between the child and a parent.

Safeguarding Action

If a member of staff has good reason to suspect that a parent/carer is under the influence of illegal drugs or alcohol, or severely unwell which would limit their capability to effectively care of their child, when they drop off or collect their child, to the extent that the safety of the child is threatened, they have a duty to inform both the senior manager and the DSL/DDSL according to the provisions of the Child Protection Policy. In such circumstances, the Senior Manager and DSL/DDSL will then be responsible for deciding upon the appropriate course of action, ensuring that the safety and protection

of the child remains paramount at all times. Staff will make all possible efforts to ensure that children are not allowed to travel in a vehicle driven by someone who is clearly under the influence of illegal drugs or alcohol.

Where an illegal act is suspected to have taken place, the police will be contacted.

Roles and Responsibilities

- **Co-Director of Practice:** Designated Safeguarding Lead responsible for overseeing all safeguarding and child protection matters.
- **Practice Lead and Senior Room Leaders:** Deputy Designated Safeguarding Leads
- **Operations Manager:** Responsible for overseeing record keeping.
- **All Staff:** Responsible for adhering to the policy and procedures at all times.