

j. Arrival and Departures Policy – Children, Staff, Parents & Visitors

Our Aims:

- To ensure that the arrival and departure of children is carried out safely and to promote the welfare of the children in our care.
- The Nursery will give clear information to children, parents and carers how they access the Nursery and how to drop off or their child.

Procedures

- Parents must notify the Nursery in good time about attendance and non-attendance of their child.
- Staff will sign children in and out on Famly confirming they are being collected by the appropriate person before allowing the child to leave the Nursery premises.

Arrival of Children

- On arrival, a staff member will record the child's attendance and time of arrival in the daily register, signing them in on Famly.
- Parents must give the written information about names and contact details of all people authorised to collect their child on the Famly Contact record.
- Parents are asked at drop off to state clearly the name of the person who will be collecting their child each day, which will be recorded on the Famly sign in screen.
- Only persons named on the Famly system will be able to take the child, unless prior arrangements, in exceptional circumstances, have been made known to the Nursery Manager or Room Leader. In the event that someone else should arrive without prior knowledge, the Nursery will contact the parent or carer immediately.
- If you ask a friend or another parent from the nursery to collect your child, we will require confirmation from you of who this person will be including a record on Famly, along with a password agreed by yourself for the collector to use, otherwise we will not be able to release your child. **Photo ID must be brought in if the adult is unknown.**
- Children will not be allowed to leave the premises unaccompanied.
- Children will not be allowed to leave with anybody under the age of 16, unless that person has parental responsibility for that child.
- If staff do not recognise the person collecting the child, they will check who they are and ask for proof of identity. If there is any doubt, the child's parent or carer must be contacted and the child will not be allowed to leave.
- The person collecting the child must approach a staff member, so that staff know who is being collected, and by whom, and they can witness the parent or carer signing the child out and pass on any relevant information.

- The person collecting the child will sign the child out on Family to show that the child has left the premises. The time of departure will also be recorded.

Late Collection

- If the person collecting the child has informed the Nursery they will be late, the child will be looked after and the Late Pick Up Charge will be applied, in accordance with our Terms & Conditions. The child will be looked after by at least 2 members of staff.
- If the person collecting the child is late and has not informed the Nursery, the Uncollected Child Procedure will be followed. The Late Pick Up Charge will be applied, in line with our Terms & Conditions.
- If a parent or carer is persistently late in collecting their child, the Room Leader will record those details and pass the information onto the Nursery Manager and services may be withdrawn in accordance with our Terms & Conditions.

Staff

Details of staff working on site will be recorded by signing in and out on Family and will include their arrival and departure times.

Visitors

Visitors will be asked for proof of their identity and will sign in and out, either by recording their full details using the visitor's book. Details recorded will include name, organisation (if applicable), purpose of the visit, arrival and departure times.

Record-Keeping

The register and emergency contact list is available on all company Family devices, however a hardcopy will be kept in an accessible location on the premises at all times.

Records of daily registers will be kept by the Nursery for at least three years.

Information

Under the Children Act 1989 parents do not lose parental responsibility except through an adoption order. This means that 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.

Parental responsibility is given to both parents if they are married at the time the child is born or subsequently. Otherwise only the mother has parental responsibility. An unmarried father has parental responsibility if the child was born after 1 December 2003 and his name is on the birth certificate or they acquire parental responsibility through a court application.

We have a legal responsibility to involve anyone who has Parental Responsibility in your child's care and education, regardless of whether this is your wish or not until such time that an order from the Court directs us otherwise. Where any family disputes arise during your child's time at Nursery we ask that our staff are not put in any difficult situations.

If a member of staff has good reason to suspect that a parent or carer is under the influence of drugs or alcohol or otherwise impaired 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 Room Leader or Nursery Manager and the Designated Safeguarding Person, according to the provisions of the [Safeguarding Policy](#).

In such circumstances, the staff member and Designated Safeguarding Person 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 drugs or alcohol or otherwise impaired.

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