



## Arrivals and Departures Policy

The purpose of this policy is to ensure the safety and security of all staff and children at all settings. It is vital that all staff, students and parents/carers know and understand the procedures set out in this policy and abide by them always. It is the managers responsibility to ensure that any records kept on the children are accurate and that arrival and departures are recorded promptly.

- All outside doors are kept locked at all times. Where door handles are within reach of children, door chains are fitted.
- All outside doors are fitted with doorbells and member of staff will greet parents/carers, children and/or visitors at the front door.
- On arrival at the nursery, parents are requested to pass the care of their child to a member of staff who will acknowledge and welcome the child and record their attendance on the room handheld device
- If children arrive with visible injuries an Existing Injury form is to be complete, gaining clear details from the parent/carer about how the nature of the injury and how it occurred. Also, if relevant any on going care needs. If an injury is noted after the parent/carer has departed, the Existing injury form is still to be completed and signed by the parent who dropped off the child. If the parent/carer does not collect that day, make contact and request that they sign the paperwork when next at the nursery – do not get another parent to sign the paperwork.
- Room Leaders are to keep a 'running tally' to ensure that they are always aware of the number of children in their room at any time.
- Kingsteignton After School Club children are brought to the Club area by a representative from Kingsteignton PS. On arrival children are to be signed in on hdc software system. Any messages received from the school representative regarding the children in attendance in the Club provision are to be read at this point, so clarification can be sought from the school representative if needed.
- Nursery and Club Parents/carers must supply hdc with emergency contact numbers and these must always be up to date.
- Parents/carers have a responsibility to notify the Nursery/Club (Breakfast, After School or Holiday) of any changes of workplace, home address or contacts.
- Irrespective of the number of children, there will always be at least two staff on duty. One of which will be level 3 or above qualified and at least one of the staff members will have a full and relevant paediatric first aid qualification.
- The last two staff members on duty are to check every area within the nursery (indoor and outdoor space) and Club area to make sure no child has been left behind and that the building is secure and locked.

### Outdoor Play

- Staff are to physically count the children in their care when going outside and prior to returning inside.
- If all the children are outside the register is to be taken outside in case children are collected or dropped off whilst the group are in the outside space.
- During periods of free flow provision, a nominated staff member is to regularly undertake a head count to ensure all children signed in on the daily register are accounted for.

## Departures

- Children are prepared for home, with clean faces, hands and clothes if required.
- The key person always aims to greet parents when they arrive, ensuring that the person who has arrived to collect the child is named on the signing in/out form. They hand over the child personally and enter the time of departure in the register on Family. If the key Person is not available, they will have provided staff with a detailed report of the child's engagement and achievements in the nursery day so that this can be professionally shared with the parent/carer collecting.
- Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the setting manager and a risk assessment completed and signed by the parent. In all cases the setting manager will ask the parents to ensure that in future alternative arrangements are made. If the parent is under 16 years of age a risk assessment will be completed. No child will be collected by anyone who has not reached 14 years of age. The risk assessment should take account of factors such as age/vulnerability of child, journey travelled, arrangements upon leaving the setting to go home/elsewhere.
- Practitioners verbally exchange information with parents.
- If someone other than the key person is with the child at the end of the day, the key person should pass general information to the other staff or write a note for the parents. Confidential information should be shared with the setting manager to pass on.
- Should a parent/carer arrange for someone different to collect their child it is vital that the staff are informed in advance, where possible in writing. If possible, they should bring the person to the setting beforehand, or leave a recent photograph with the Nursery Manager or Deputy Nursery manager/Club Playleader or issue an agreed password.
- Under no circumstances will a child be allowed to leave the nursery/club unless it is with a previously identified, authorised person.
- If someone arrives to collect a child and that person is not on the registration form or has not been previously arranged via introduction or password, the parents/carers are to be contacted immediately. That person is to wait outside the building, whilst identification and authority is checked.
- A member of staff must always acknowledge the departure of a child and record the time of departure in the register.
- The parent/carer is to ring the setting if they are likely to be late collecting their child.
- Parents/carers are asked to notify the setting of any important information about their child's circumstances, for example if legal access has changed in which case evidence must be provided (e.g. a copy of an injunction or court order)
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## **Maintaining children's safety and security**

Arrivals and departures pose a particular threat to the safety and security of the children, particularly when parents arrive at the same time or when in shared premises. To minimise the risk of a child leaving the building unnoticed, the setting manager conducts a risk assessment that identifies potential risks and the measures put in place to minimise them, such as staff busy talking to individual parents or doors left ajar. The risk assessment is shared with their line manager and is updated as and when required.

## Late Collection

- If the child is collected late from either Nursery or Club, there will be a late collection fee which will be added to your invoice. The fee is £10 per 15 minutes late collection.

## Staff

- Staff are to sign in and sign out daily on hdc software system.

#### Visitors

- All visitors are to sign in and out of the setting on the Visitors Sheet. They are to be given a visitors lanyard which is to be returned prior to leaving the setting. They are to follow hdc Visitor Safeguarding requirements.