The Mill Nursery

Arrivals, Departures & Collections Policy

Aim/purpose

To ensure that children are safe and happy at the beginning and end of their sessions. To ensure a smooth transition between home and Nursery. It is, however, essential that children be collected promptly after each session to avoid unnecessary stress for the child.

When children arrive:

- A member of staff will welcome the child. The parent/carer will note the time and sign the child in on the register. Staff will counter sign/initial the entry.
- Parent/child will 'self-register' the child by placing their name card on the board.
- Any specific information provided by the parent or carer will be recorded by a member of staff and made available for all staff to access.
- If a parent or carer requests the child be given medicine the consent procedure will be followed.
- It is not uncommon for a child to be upset and members of staff will deal with this sensitively and encourage the parent or carer to leave as soon as appropriate. This will be followed up by a phone call or message if required, appropriate or requested by the parent or carer.

Collection of Children

All parents and carers must complete a registration form with the Childcare Manager and an information sharing form before their child starts at The Mill Nursery giving emergency contact telephone numbers which must be kept up to date.

Parents must also state in writing who is to collect the child after each session and inform us in writing if there is to be any change in the person collecting the child, except in an emergency. This information will then be recorded.

When children depart:

- Parent/carer will note the time and sign the child out on the register. Staff will counter sign/initial the entry.
- Parent/child will remove their name card from the board.
- The member of staff will ensure that any messages, medicines and the child's belongings will be handed personally to the parent or carer.
- A child will only be handed over to an adult named on the registration form.
- Photographs must be provided of parents and other named people on the registration form so that we can check and confirm their identity.

- In the event of the member of staff having doubts about the suitability of the person collecting a child, the following procedure will be adopted:
- The person in charge will discuss concerns confidentially with the parent or carer with another member of staff present.
- Depending on the outcome of discussion the member of staff will contact another authorised person to collect the child or the person in charge will complete an incident form and ask the adult collecting to sign it.

Uncollected Child

- In the event of a parent being delayed they should telephone the setting and advise staff as soon as possible.
- In the event of a child not being collected after 15 minutes over time staff will telephone the parent or carer and continue to telephone until a response is received. If no answer on the usual contact numbers, refer to the emergency contact numbers/details and explain the circumstances and if possible arrange for the child to be collected.

It is essential that children are collected promptly after each session. In the unlikely event that a parent is late collecting their child the Childcare Manager will use all authorised contact telephone numbers to arrange collection. However after one hour the Childcare Manager will be obliged to contact Somerset Direct duty help line and follow the advice given. **If Staff have been unable to contact the parent when the child's session is due to end they will inform the duty social worker after a further one hour. If this is at the end of the day two adults will remain with the child.**

Somerset Direct – 0845 3459122.

The child will be reassured and cared for throughout this time. All actions will be recorded

Updating information on the registration details

It is essential that important information on the registration form is kept up to date.

Parents must inform the nursery in writing immediately of any important changes to:-

- Domestic arrangements which could affect collection of the child e.g. a court order in respect of the residence of the child or who the child is able to have contact with.
- Parental responsibility agreements.
- Home and work telephone numbers.

Policy endorsement

Signed by:

Name:

Position:
Date: