

the children's house

Arrivals & Departures Policy (including Policy for Uncollected Children)

It is the policy of the nursery to give a warm welcome to each child on their arrival.

Parents/carers are requested to pass the care of their child to a member of staff who will ensure their safety and that their attendance is recorded in the register.

The staff member receiving the child immediately records their arrival in the daily attendance register. Any specific information provided by the parents should be recorded.

If the child is not to be collected by the parent/carer at the end of the session, the agreed procedure must be followed to identify the nominated adult.

The planned departure of the child should be anticipated by the Keyworker in the group. Any medicine should be recovered from the medicine box/fridge only when the parent/carer has arrived and handed to them personally.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. On departure, the child register must be immediately marked to show that the child has left the premises.

Any previously identified person who is to collect the child must be familiar to the Keyworker or provide evidence of identity which matches the names on the form completed by the parent/carer.

Policy for Uncollected Children

In the interests of the children in our care, in accordance with the National Standards for Full Daycare inspected against by OfSTED and the limitations of our public liability insurance, the following policy and procedure has been developed.

The children's house will not release any child to an unauthorised person, even if the collection is late, unless an authorised person telephones to state that because of an emergency a different person will be collecting. The authorised person must give the name and physical description of the unauthorised person, and the Supervisor will check this and documentary evidence to confirm identity before allowing the child to leave.

Procedure

Keyworkers should inform the Nursery/Deputy Manager – if parents are half an hour late without notification that they will be late;

Managers will attempt to make contact with parents/carers on daytime telephone numbers, and mobile phone numbers where applicable. If parents are delayed an appropriate time within the nursery opening hours should be arranged for the child to be collected, ensuring staffing ratios will not be breached. Further contact should be attempted every ten minutes.

Where this contact is unsuccessful, emergency contact numbers (as identified on registration form) will be sought and contacts requested to collect the child at the earliest opportunity.

A record will be kept of all children who are not collected by the due time. The incident will be recorded in the Accident/Incident Book

No staff member should ever attempt to take the child home themselves or allow anyone else other than someone authorised by the parents/carers to collect the child.

If all the above fails, the police/social services must be contacted;

Contacts:

Local Social Services 01472 516016

Grimsby Police Station 01472 254313