

ARRIVAL, DEPARTURE, CHILD COLLECTION AND ABSENCES PROCEDURE	
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The well-being, safety and security of all the children in the setting is our main concern. The following procedure has been drawn up to ensure that this is maintained at all times, that an accurate record is kept of all children in the setting including absences, arrival and departure and that all children leave the premises with adults who are authorised to do so by the main carers of each child.

This Policy has been updated in line with current Government Guidance in managing the COVID-19 Pandemic within Early Years Settings (21/05/2020):

<https://www.gov.uk/government/publications/coronavirus-covid-19-early-years-and-childcare-closures/coronavirus-covid-19-early-years-and-childcare-closures>

<https://www.gov.uk/government/publications/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings/coronavirus-covid-19-implementing-protective-measures-in-education-and-childcare-settings>

Children and families arriving on our premises:

- In line with Government advice with regards to COVID-19 and to minimise congestion and enable social distancing measures parent/carers will not be permitted in the Nursery or Farm Adventurers buildings unless extenuating circumstances and will be expected to follow social distancing and hygiene guidelines.
- Families will be designated a staffed and secure alternative drop off point, Cherry Blossom & Apple Blossom: main front door, Pear Blossom: rear gate, Orange Blossom: external fire door and Farm Adventurers: gate.
- On arrival the parent/carer/ member of staff will immediately record the child's attendance and arrival time in the appropriate register.
- All children and family members are greeted and feedback from parents/ carers is obtained by staff on arrival.

Departure of Children:

- In line with Government advice with regards to COVID-19 and to minimise congestion and enable social distancing measures parent/carers will not be permitted in the Nursery or Farm Adventurers buildings unless extenuating

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circumstances and will be expected to follow social distancing and hygiene guidelines.

- Families will be designated a staffed and secure alternative pick up point, Cherry Blossom & Apple Blossom: main front door, Pear Blossom: rear gate, Orange Blossom: external fire door and Farm Adventurers: gate.
- Before any child starts any of our services the parent/carer is required to provide the names and contact details of all people authorised to collect their child on their registration form. Only persons named on the registration form will be permitted to collect your child.
- If the named person/s cannot collect the child they are responsible for, the parent/carer **must** inform staff of whom will be collecting and give consent in writing where possible, with a clear description and contact details including address and telephone number of the responsible person.
- If possible, we would like to meet the person collecting in advance, enabling the staff to feel confident about the child leaving safely and happily. In the instance that this is not possible we suggest a password is given to ourselves and the person collecting allowing us to allow entrance once the password has been checked at the door upon arrival.
- We will not allow any child in our setting to go home with a child under the age of sixteen years unless written consent has been provided by the parent/carer and agreement given by the Manager or Deputy in their absence.
- In the instance of an unknown/unnamed adult coming to the setting to collect a child, they will be asked to wait outside while contact is made with the main carer. If this is not possible, they will be requested to wait until contact can be made. **On no account will a child be allowed to leave the premises with an unauthorised person. Any deviation made by any staff member will be considered as gross misconduct and will be dealt with appropriately.**
- Staff will feedback relevant information about each child's day on the parent/carers arrival as long as it does not impinge on the welfare of the other children or other personal commitments if it is after 6.00pm.
- The parent/carer/staff member must record the time of the child's departure on the register.

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Late collection of child/ren

If any child in our care was not collected after the end of their agreed booked session time (12.00 noon/1.00pm/4.00pm/5.00pm/6.00pm) and the parent/carer has not rung us to inform us of their whereabouts the following procedure will be followed:

- Staff would telephone the main contact for the child, including mobile and home number. If there is no response all other contact/emergency numbers would be contacted.
- If there was no response from the other contact numbers and the child had not been collected after a period of one hour, Children and Young Peoples Services (CYPS) will be contacted, and the child will then be put in their care. Staff will follow the advice of CYPS e.g. they may suggest contacting the police. If this were to happen staff would put a notice on the Nursery/Farm Adventurers door informing them of what has happened and to contact a member of the Farms Site Operations team so that they can make contact with the staff member who has dealt with this incident.
- If this incident has been passed on to any other agency, staff will assist in pursuing any necessary investigations.
- The incident will be recorded and passed on to the Manager/s. The Manager/s will discuss this with the parent/carer at the earliest opportunity.
- The setting will notify Ofsted as soon as possible but within fourteen days.

Please note:

- If a child is not collected after their **agreed booked session time** has ended the fining procedure will be actioned; this will be £5.00 for every 5 minutes from when the agreed booked session has ended (morning session ends at 12.00 noon and 1.00pm and the afternoon sessions at 4.00pm, 5.00pm and 6.00pm). Please note that if you are late more than three times a year other sanctions may be taken.
- Parents who are persistently late in collecting their child after their agreed booked session time could be at risk of losing their place.

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Absences

- We expect parents/carers to take responsibility in notifying the setting of any absences e.g. sickness, holidays etc. by telephoning us. **Please do not send e-mails as these may not be picked straight away.** We **must** be informed at the earliest opportunity if your child is showing symptoms of COVID-19 (or any other notifiable disease) or a member of your household is showing symptoms of COVID-19.
- If there are any un-notified absences the setting will telephone the parent/carer on the day. If this has not been possible the call will be made no later than forty-eight hours. This is to allow us to ensure that the child is safe and well and free of any illnesses or harm.
- If we cannot get hold of the main parent/carer we will contact the emergency contacts that are on the child's admissions form.
- If no one is contactable we will seek advice on the next steps e.g. contact Early Help, First Response or Children & Young Peoples Services.
- If there are any concerns with on-going absences further action may need to be taken; this may include arranging a meeting between the setting and family and/or seeking advice from other professionals e.g. Early help, First Response or Children and Young Peoples Services. We will keep a record of all conversations/meetings that have taken place.
- **Parental rights:** As stated by law all parents listed on the birth certificate have parental responsibility. We understand difficult situations can arise within families and will work with you to support you through these. Following the new law in 2003, if the father of the child was present when the birth was registered and his name is on the birth certificate as the child's father, the father's position as a parent is equal to that of the mothers. Due to this law, whilst we aim to support parents in difficult situations, we have no right in stopping either parent in exercising their parental rights. The only time we can stop a parent accessing their child is if there is a court injunction out against him. If there is no court injunction against them and they arrived to pick up or see their child, we will endeavor to make contact with the main carer to inform them of the situation.
- Parents/Carers should be in a fit state to collect their children. If a parent arrives in an 'unfit' state, for example under the influence of alcohol or drugs, the senior member of staff on duty will notify the appropriate services e.g. First Response or the Police.

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- There will always be a minimum of three staff on the premises at any time.
- Records of daily registers will be kept by the setting for three years.

Arrival and Departure of Staff

- All staff are expected to sign themselves in on arrival and out on departure on every working day. The folder for this is situated in the reception area of the nursery.
- There will be a record of staff working times/shifts and this will include their arrival and departure times.

Arrival and Departure of Visitors

- Visitors will be asked for proof of their identity and will sign themselves in using the visitor's book located in the reception area of the Nursery. The visitors name, organisation (where applicable), purpose of visit and arrival and departure times will be recorded.

As a setting we expect all parents to support us in carrying out this procedure. This means not letting others on the premises whether they are known to them or not and ensuring they close the main entrance door securely as they enter/leave.

Parents/carers are asked to sign their child in and out to support staff in accounting for each child in their care as well as in the event of an emergency.