

## ARRIVAL, DEPARTURE, CHILD COLLECTION AND ABSENCES PROCEDURE

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## ARRIVAL, DEPARTURE, CHILD COLLECTION AND ABSENCES PROCEDURE

**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 always maintained and 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.**

### Children and families arriving on our premises.

- Parents and carers should enter the Nursery setting using the settings video/telecom system which is manned by the Nursery staff team.
- Parents and carers should enter the Farm Adventurers service by accessing the entrance which is by the sports pitch. Staff will let you in at the arrival and departure times.
- On arrival a member of staff will record the child's attendance and arrival time on the appropriate register.
- All children and family members will be greeted and feedback from parents and carers will be obtained by staff on arrival.
- For the security of all children, parents and carers should not permit entrance to others, including those known to them.
- Parents and carers must ensure all doors are closed securely behind them.

### Departure of Children.

- Before any child starts any of our services the parent or carer is required to provide the names and contact details of all people authorised to collect their child on their admissions form. Only persons named on the admissions form will be permitted to collect your child.
- If the named person/s cannot collect the child, they are responsible for:
  - The parent or carer must inform staff who will be collecting and give consent in writing where possible (we will accept this via email).
  - Give a clear description (where possible provide a photo or introduce them to us in person) and contact details including address and telephone number of the responsible person.
  - Give them your password (provided on your admissions form) which we will use to confirm identity of the person before allowing them entry into the building.
- 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.

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- In the instance of an unknown adult coming 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 unknown and unauthorised person.**
- Staff will feedback relevant information about each child's day on the parent or carers arrival, providing this does not impinge on the welfare of the other children or other personal commitments if it is after 6.00pm.
- The staff member will record the time of the child's departure on the register. Records of daily registers will be kept by the setting for three years.
- 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.
- For the security of all children, parents and carers should not permit entrance to others, including those known to them.
- Parents and carers must ensure all doors are closed securely behind them.

### Late collection of child/ren

If a child in our care is not collected at the end of their agreed session time (1.00pm/5.00pm/6.00pm for Nursery and 12 noon/4.00pm for Farm Adventurers):

- Staff will attempt to contact the parent or carer for the child by telephone. If there is no response, we will proceed with contacting all other emergency contacts.
- If there is no response from the parent or carer, or emergency contacts and the child had not been collected after a period of one-hour, the Social Work: Emergency Duty Team (01454 615 165) for advice e.g., they may suggest contacting the police or may take the child into their care.
- In this instance, the senior member of staff would put a notice on the Nursery or Farm Adventurers door advising the parent or carer to contact a member of the Farms Site Facilities team who will contact 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/carers at the earliest opportunity.
- The setting will notify Ofsted at the earliest opportunity but within fourteen days.

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### Late collection charges.

Late collection not only impacts on your child's well-being but also causes significant disruption and increased staff costs as it impacts on child: adult ratios resulting in staff members having to stay and work after their normal working hours.

- If you are late collecting your child, you will be charged £5.00 for every five minutes (or part thereof) after the end of your booked session i.e., collection at 5.04pm for a session ending at 5.00pm will incur a £5.00 charge, collection at 5.06pm will incur a £10.00 charge.
- This charge will be added to your next invoice.
- If there is an unavoidable circumstance which may mean you arrive late, we request that parents or carers to telephone us at the earliest opportunity. In this instance, it is at the Manager or Senior Early Years Educators discretion whether to apply a late charge.
- For accuracy, staff will use the room 'Tablets' or the telephones in the rooms to monitor and record the time.
- We operate a late 'warning system', all late incidents will be logged. For the first two late incidences you will receive a 'late slip'. On the third incidence, you will be issued with the late charge.
- If you are more than thirty minutes late on any occasion, then the warning system is void and you will be charged the full late charge for anything beyond the thirty minutes.
- Regular or persistent late collection may result in further sanctions, such as amendments to session times or loss of place.

### Absences

- We expect parents/carers to notify us 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.**
- If there is an unnotified absence, we will telephone the parent or carer on the day (or no later than 48 hours after the first absence) to confirm the reason for the absence and ensure that the child is safe and well.
- If we are unable to contact the main parent or carer, we will attempt to contact the emergency contacts listed on the child's admissions form.
- If we are unable to contact either the main parent or carer/s or the emergency contacts and we have concerns about the child and family, we will seek advice from First Response or the Social Work: Emergency Duty Team.
- If there are any concerns regarding the on-going absences of a child, we may seek further advice or take further action.

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This may include, but is not exhausted to:

- Arranging a meeting between the setting and family.
- Seeking advice from other professionals, for example Early help, First Response or Social Work: Emergency Duty Team.
- 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 will take a copy of the child's birth certificate at the point of registration, so we have a record of who has legal parental responsibility for the child.

- We aim to support all parents and carers in difficult situations and will work with you and support you through these.
- We do not have the right to stop any parent or carer exercising their parental rights where there is no legal documentation in place, such as a court order or injunction.
- We do have the right to stop any parent or carer exercising their parental rights if there is legal documentation in place, such as a court order or injunction.

### Arrival and Departure of Staff

- There will be a record of staff working times/shifts.
- All staff are expected to sign themselves in on arrival and out on departure every working day, including lunch break or time off site. The folder for this is situated in the reception area of the Nursery.
- There will always be a minimum of three staff on the premises at any time.
- All staff members must ensure all doors are closed securely behind them.

### Arrival and Departure of Visitors

- Visitors will be asked for proof of their identity and to sign 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.

**This policy works in conjunction with the CFS Health & Safety Policy and Partnership with Parents and Carers Policy.**

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