



TINYWOODS
PRESCHOOL



First Steps
NURSERY & PRE-SCHOOL



SHIRELAND
COLLEGIATE ACADEMY TRUST

Shireland Collegiate Academy Trust Policy

FSN & TWN Arrivals and Departures

Committee and Date Approved	Trust Board – Autumn 2024
Category	Recommended
Next Review Date	Autumn 2025
Policy Availability	Trust Website
Officer Responsible	Nursery Manager

Policy statement

At First Steps Nursery & Pre-school, staff ensure that every child and parent receives a warm welcome upon their arrival at nursery. We provide a caring and friendly atmosphere to help children feel at home and allow parents to feel comfortable with leaving their children in our care.

Procedures

Arrivals

- Where possible, parents are to pass the responsibility of care for their child to their key person, dependant on shift patterns. The children and parents will become familiar with all staff in the setting and this will help ease transitions, where there are familiar faces around.
- Parents are reminded to sign the children's their child in using the electronic InVentry system, located in the entrance hall. This is to acknowledge their child's arrival and is in line with our Fire Safety procedure.
- No child can be left by their parent **before 7.30am**, unless a child of staff member who is required to be on shift by 7.30am.
- No child can be left by their parent until a minimum of 2 staff members are on site- one being level 3 or above. If there are not two appropriate staff members on site, parents are required to wait with them until the 2nd person arrives.
- Parents are to share information relating to their child at this handover time and staff will record information on the specific room whiteboards- stating child's initials- not full name for confidentiality purposes.
- If medication is presented, the medication policy is followed.

Departures

- **No person under the age of 18years of age may collect a child from the premises unless accompanied by a responsible adult. Where a parent requests a child's sibling, who is under 18 years of age to collect their child, nursery has the right to refuse to let the child leave the premises.**

- The planned departure of each child must be anticipated by the key person and staff members on shift.
- The child should be dressed and ready to go home, with shoes and socks as necessary. No outdoor clothing is to be put on until parent arrives.
- Where a child's clothes become dirty throughout the day or last meal, their clothes must be changed prior to parents' arrival.
- The child's belongings should be gathered and placed in individual bags, on their pegs or in their own trays.
- Children will only be handed over to familiar adults for departure, unless prior notice is given.
- *Prior notice:* where prior notice is given by parents, the following information must be gathered:
 - Password agreed and written down on the room whiteboard for staff to see
 - The parent will complete a Collection form to sign consent for the person to collect their child if necessary. Parents can give consent via Family or a phone call, with the below information though.
 - This consent form will ask for the following information: A photograph or clear description of the person collecting the child, the planned time of their arrival, the name and relationship to the child, their contact number, if it may be that the parent is not able to receive calls
- *Without prior notice:* where no prior notice is given, the following procedure must be followed:
 - The person will ring the gate buzzer and staff will ask for them to identify themselves by name
 - They will be asked to wait at the gate while further information is gathered by staff members
 - Where it is apparent that no prior notice was given, the senior staff member on shift will make every attempt to contact the parent to gain verbal permission via telephone. A full description and name of the person will be given to identify that the person is who they say they are
 - Once the parent has given verbal consent, the person collecting the child will be given access to nursery.
 - The Departures Procedure will be followed at this point

- Feedback will be given to parent/carer, with staff reading from the child's individual daily report on Family where necessary and any forms completed i.e. medications/ accident forms- the appropriate policies followed.
- The child's belongings will be gathered, if not already on their pegs and staff will ensure everything is ready to go home.
- Parents/carers will be reminded to sign their child out using the InVentry system, in line with our Fire Safety procedure.
- Where a child is left after 5.45pm, staff will await the arrival of parent/carer until 6pm. The Late Charge fee of £2 per minute will apply after 5.45pm.
- If a parent/carer calls to say they are going to be late, they will be reminded of the late collection fee, the first late collection will result in a warning and any late collections thereafter will be charged. Parents are asked to arrive as soon as safely possible, or to arrange alternative carers to collect.
- Where a child is left beyond 6pm, the following procedure must be followed:
 - Two staff members must remain on the premises with the child
 - One staff member should attempt to contact the child's parents/carers
 - If all attempts to contact main carers, staff will attempt to make contact with the emergency contacts stated on the child's registration form.
 - The Nursery Manager should be informed at this point.
 - If no contact is made by 6.45pm, the senior staff will contact social services to inform them of the situation- see number below.
 - Senior staff member will seek advice from the local social services regarding contacting the local police station.
 - Emma Perry Trust Safeguarding Officer will be contacted to report the incident.
 - Early Years & Childcare Unit Child Protection Team - 0121 569 4974
 - Social Services – Local authority designated officer - 0121 544 6033
 - Emergency duty team – 0121 561 3704
 - Shireland Collegiate Academy Safeguarding Manager– Emma Perry eperry@shirelandcat.net 01215658812 or mobile 07546406117
- Staff will record the late or none-collection of the child. If the problem is consistent, staff will work in partnership with parents/carers to address the issue.
- The Late Charge fee will apply to any late collection- £2 per minute

- The ultimate cost of consistent late collections is the forfeit of the child's nursery place.

Further guidance

[Shireland Collegiate Academy's Safeguarding Policy](#)