



# Arrivals, Departures & Uncollected Child Policy

Last reviewed: 22 August 2025

Approved by: Nursery Management

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## Arrivals & Departures Policy

At Crossley Mill Nursery we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parents, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety. The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also receives any specific information provided by the parents, including the child's interests, experiences and observations from home. A baby/child who is brought into nursery while sleeping are woken on arrival.

If the parent requests the child is given medicine during the day the staff member must ensure that the Medication Procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. This includes:

- Full name of the designated adult collecting the child
- Detailed physical description
- Relationship to child
- Password

Parents are informed about these arrangements and reminded about them regularly. Other than the parents or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent will be contacted.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents, and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box or fridge after the parent has arrived and handed to him/her personally. The Medication Policy is to be followed regarding parent signatures.

The Nursery will not release a child to anyone other than the known parent unless a prior agreement has been made. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated adult of the agreed procedure and contact the Nursery about the arrangements as soon as possible. If in any doubt the Nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the Late Collection and Non-Collection of Children Policy below).

On departure, the staff member releasing the child must mark the attendance register immediately to show that the child has left the premises.

Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person the purpose of their visit. If needed, our Lockdown Policy will be initiated by staff and the police will be called. In any cases where someone has gained unauthorised access to the premises, we will revisit our Arrivals and departures procedures and risk assessment.

### **Adults arriving under the influence of alcohol or drugs**

Please refer to the Alcohol and substance misuse policy.

### **Arrivals and Departures of Visitors**

For arrivals and departures of visitors the Nursery requires appropriate records to be completed on entry and exit, e.g. in the visitors' book. Please refer to the Visitors Policy for further information.

### **Staff, students and volunteers**

Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building, including on breaks and lunchtimes.

### **Late Collection and Non-Collection of Children Policy**

We have morning, afternoon and all-day sessions. Parents are able to collect their child from the Nursery flexibly within this time period. We ask them to be no later than the session end time, for example if they attend the morning session we expect children to be collected no later than 1.00pm, and afternoon or all day session no later than 6.00pm. We understand that some parents may arrive earlier to collect their child, which is acceptable. However, the full fees still remain in place for the allocated session times.

We give parents information about the procedures to follow if they expect to be late. These include:

- Calling the Nursery as soon as possible to advise of their situation and expected time of arrival
- Agreeing a safety password with the Nursery in advance to be used by anyone collecting a child who is not the parent (designated adult)
- Asking a designated adult to collect their child wherever possible
- Informing the Nursery of this person's identity so the Nursery can talk to the child if appropriate. This will help to reduce or eliminate any distress caused by this situation
- If the designated person is not known to the Nursery staff, the parent must provide their full name, a detailed physical description of this person, and the relationship to the child. This designated person must also know the individual child's safety password in order for the Nursery to release the child into their care. This is the responsibility of the parent.

If a child has not been collected from the Nursery after 10 minutes has been allowed for lateness, we initiate the following procedure:

- The Nursery Manager will be informed that a child has not been collected
- Management will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, management will try the emergency contacts shown on the child's records
- The Manager or staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the Nursery will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls attempts will be recorded

- In the event of no contact being made after one hour has lapsed, the person in charge will ring the local authority children's social services emergency duty team (First Response Team at Calderdale MBC)
- The Nursery Manager will inform Ofsted as soon as convenient
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
- The child's welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process
- In order to provide this additional care a late fee will be charged to parents. This will pay for any additional operational costs that caring for a child outside their normal Nursery hours may incur.

#### Contact numbers

Name	Contact No
Calderdale First Response Team (Social Services Emergency Duty Team)	01422 393336
Calderdale First Response Team (Out of hours) (Social Services Emergency Duty Team)	01422 288000
Local Police	01422 337059
Ofsted	0300 123 1231