



34 St Michael's Park  
Bristol BS2 8BW  
(opposite the University Library)

Tel: 0117 927 6077  
Registered with Ofsted

## **Bristol University Day Nursery**

### **Arrival and Departure Policy and Procedures**

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 specific member of staff who will ensure his/her safety, and that their attendance is recorded in the register by the time the parent/carer exits the nursery building. This member of staff will usually be the child's key person.

#### **Procedure**

##### **Arrival of Children**

- When a parent and child arrive at the nursery, they need gain entry by pressing the buzzer. They will then be let into the building and welcomed into their room where they will be met by their keyworker and the team. The staff member receiving the child immediately records his/her arrival in the daily attendance register. The keyperson will ask how they are and record any information if necessary. If the parent requests the child to be given medicine during the day the staff member must ensure that the medicine consent procedure is followed.
- Parents/Carers will be encouraged to fully settle their child before leaving them. If the child is at all distressed the parent/carer should, whenever possible, be encouraged to spend more time helping the child to settle.
- Children who have not arrived at the setting on their specified days, without prior notification via email or telephone, by 11 am for a morning or full day session, or 3pm for an afternoon session, will be contacted by a member of staff as part of our new safeguarding procedure to help monitor absence. If contact with the parent/carer is not made we will then follow our sickness policy and aim to use emergency contact details etc.
- A record of phone calls is kept in the office and completed each time a parent is contacted. This will enable us to look for patterns in children's attendance.
- Even though attendance is not compulsory, we believe that we have a responsibility to follow up on unauthorised absences to ensure that the child and family are safe and well.

##### **Departure of Children**

- Parents/Carers are expected to collect their child on a regular basis.
- Only those named persons will be able to collect the child with prior verbal consent from the parents. On collection, photographic ID is required. Senior staff will check ID before the child is released.

- If anyone else is required to collect a child, parents must provide written consent for them to collect and photographic ID will be required.
- Children will not be allowed to leave the premises unaccompanied.
- The person collecting the child must approach a member of staff, so that they know who is being collected, and by whom, and they can sign the child out and pass on any relevant information.

**We have a duty of care and are responsible to safeguard all children, if we consider any person collecting a child is unsuitable, we will contact the parent/carer or other authorised person to come and collect the child. This includes any person coming to collect a child who appears to be under the influence of drugs or alcohol.**

### **Late Collection**

- If the adult collecting the child is going to be late, staff must be informed of this prior to the end of the session.
- If the parents are aware they are going to be late, arrangements for somebody else to collect the child must be made by the parents, if possible.
- Late collection will be charged at a rate of £5 for being late and £5 per five minutes thereafter to cover emergency staffing and other arrangements.
- Two allocated members of staff (staff member from the child's room & a senior) will stay with the child.
- On arrival the parent/carer will be asked to sign the late book, and a late pick up fee will be charged.
- If the designated adult is late in picking up the child without warning, nursery staff will try to contact the child's parents.
- If this proves unsuccessful the emergency names on the child's registration form will be used.
- In the unlikely event of this failing and us not being able to contact anyone by 6.30pm, we would contact First Response 0117 9036444, (if out of hours; Emergency Duty Team - 01454 615 165. We would also contact the police and inform our Management Committee.

### **Staff**

Details of staff working will be recorded in the signing in and out book, this will include their arrival and departure times.

### **Parents**

Any parent re-entering the nursery after they have dropped off their child, will need to report to the office to comply with the nursery Health and Safety/Fire Policy and Child Protection Procedures, and to state reason.

### **Visitors**

Visitors will be asked for proof of their identity and the reason for their visit, this will then be checked with management. If expected they will sign in by using the visitor's book. Details recorded will include name, organisation (if applicable), purpose of the visit, arrival and departure times. Unexpected visitors will be asked to remain outside whilst their visit is verified.

## **Record-Keeping**

Records of daily registers should be kept by the setting for at least one year.

## **Information**

*NB. Under the Children Act 1989 parents do not lose parental responsibility except through an adoption order. This means that divorced parents retain rights to have contact with their children unless the courts have made an order that they should not do so. Staff do not have the right to stop divorced or separated parents from collecting their children unless they are aware of a court order preventing contact between the child and a parent.*

*Parental responsibility is given to both parents if they are married at the time the child is born or subsequently. Otherwise only the mother has parental responsibility. An unmarried father has parental responsibility if the child was born after 1 December 2003 and his name is on the birth certificate. Unmarried fathers can acquire parental responsibility through a court application.*

*Parents should be in a fit state to collect their children. If a parent arrives in an 'unfit' state, for example through alcohol or drugs, the senior worker should notify the child protection lead.*

Link to statutory framework 2021	Section 3; Information for parents 3.47 pg 39; Information about the provider; 3.77 pg 40; Premises 3.63 pg 36,
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Reviewed December 2021