

Arrival and Departure

At New Beginnings we aim to make our Nursery accessible to and inclusive of children and families from all sections of the local community through open and fair procedures. Our nursery and its practices are described in inclusive terms to make it clear that we welcome both fathers and mothers, grandparents, other relations and carers, including childminders. This is regardless of their gender, special educational needs, disabilities, background, religion, ethnicity or competence in spoken English.

Arrivals

It is the policy of the nursery to give a warm welcome to all children and their families on their arrival to nursery.

Entrance into the nursery is via a door to the front of the building. Only permanent members of staff that have completed all relevant checks and a probation period are permitted to enter the Nursery independently.

Parents and visitors must ring the doorbell by the entrance to the nursery, to notify us of their arrival. Unauthorized persons (parents, carers and or visitors) are not permitted to open the door to anyone at any time. Anyone found doing this would be in breach of this policy. To be in breach may lead to the withdrawal of your contract held with the Nursery.

All visitors must sign in and identify the purpose of their visit. The visitors signing in book is located in the office.

Arrival Procedure

- Children are to be brought up to the entrance of their room by the Parent or guardian and handed to staff.
- The person dropping off must make the room staff aware of their arrival.
- The person dropping off should handover the child's belonging to be stored in the appropriate places
- Both the person dropping off and the staff member will then spend time exchanging information. This information will be used to assess the child's day. Some of the information exchanged will be as follows:
 - a) An over view of the child since their last attendance
 - b) What they have eaten before attending Nursery
 - c) Are they in good health? If not, what are the problems?
 - d) Who will collect them at the end of the session?
 - e) Have they had medication in the past 12 hours? If yes, what?
- The arrival and departure time of each child will be recorded on the registers by the key person or designated practitioner.
- Any specific information provided by the parents should be recorded on the register and passed onto the relevant member of staff/ key person.
- If a parent/carer requests that their child be given medicine during the day, the staff member must ensure that the medicine consent form is completed and signed. Staff should then follow the medication policy.
- If a child has an existing injury, bruises, bump etc; Parents/ carers have a responsibility to inform staff of this when dropping off and an existing injury form must be completed by practitioner and signed by parent.

Departures Procedure

Collecting children from Nursery is in principle the same as for those set out in the arrival procedure for entering the Nursery. After granting access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that appropriate access to children is allowed and supervised.

Departure Arrangements at Registration

Upon registration, parents must provide names for persons other than themselves to collect their child, at least two named persons are required, and full contact details are required in cases of emergency as well as a pick-up password.

Children will only be released from the care of the Nursery to individuals named by the Parent and recorded on their relevant entry record.

The parent must ensure that a **suitable person must be over 16yrs old and be capable of caring for the child in the absence of the child's parent.** Suitable proof of age will be required by staff if there is any doubt as per suitability.

In the event of children being collected by those other than the named and recorded, then the following applies:

- The parent must inform the nursery without delay that they will not be able to collect their child. To help check identity the Manager or person in charge will call the parent back to discuss the details given by that of the person wishing to collect a child.
- The parent if possible must send a picture of the person collecting or agree on a valid ID
- A unique password set between Parent, Collector and Nursery must be used and received before handing over a child into their care.

If the Nursery is unable to identify the person with the details provided by the parent, unfortunately the Nursery will still not be able to release the child from its care.

Late Collection

Parents must arrive in good time to ensure collection before the session end or closure time. The nursery closes at 6.00pm and as such parents should arrive before this time so that proper handover of information can be done between parents and practitioner.

We appreciate that sometimes there may be circumstances beyond parent / carer control affecting the prompt collection of your child. If you know you are going to be late collecting the child in our care, please call at the earliest opportunity and discuss with the manager/deputy manager the arrangements for the collection. Please note that a late stay fee will still be chargeable, unless agreed otherwise, for example in exceptional circumstances.

Children remaining in our care after the agreed collection time or after normal opening hours will continue to be cared for by a minimum of two members of staff, one of whom must be qualified; and the registered person will continue to coordinate affairs until the child is collected.

Procedure

All parents/carers will be given a five-minute grace period on late collection of their child. If your child has still not been collected 5 minutes after the session has ended (12.35pm. or 6.05pm.), then a £10.00 charge will be levied and for every ten minutes thereafter. If you are late collecting your child, they will be cared for where possible, by their key person and a senior member of staff. Your child will be inside the Nursery and reassured by the staff members. Any specific needs will be addressed.

If your child remains uncollected 5 minutes over the set time:

Nursery Manager and staff team will be made aware of the situation. No late fee is charged unless this becomes a regular occurrence.

If your child remains uncollected 5-10 minutes over the set time:

The parents or carers will be contacted; late stay fees of £10 will be invoiced and collected.

If your child remains uncollected 10-20 minutes over the set time:

The manager/deputy manager will contact the first emergency contact on your application form. Please note this will not happen if the manager has been successful in contacting the parent/carer due to collect the child. Late stay fees of £20 will still be collected.

If your child remains uncollected 20-30 minutes over the set time:

The manager/deputy manager will call the second emergency contact on your application form. This will only happen if the manager/deputy manager was unable to contact the first emergency contact and the parent/carer has not contacted the Nursery. Please note that late stay fees of £30 will be collected.

If your child remains uncollected 30 minutes over the set time:

If we have not been able to contact parent / carer or any of the persons listed on the emergency contact; the manager/deputy manager will contact the local authority's Duty Advice Team for guidance on their next course of action. Please note that late stay fees will be collected and charged at a level relative to the circumstances and lateness.

ESCALATION

Ofsted will be notified in the event of collections after 30 minutes where no notification was given. Late fees will be added to your child's account and collected with the next fee invoice.

Unreasonable and / or persistent lateness may regrettably result in the nursery terminating your booking

Staff Arrival and Departure

- All staff will enter the building in the same way as the children; members of staff that have been through DBS clearance and induction process will have the access to the nursery.
- Staff will sign in and out on the staff register located in the office. Time entered on the sign in form must be the actual arrival time not the time on the rota.
- Staff who are new or volunteering will not open the door for parents to collect their child until, they are sure they know who they are here to collect.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>June 2019</i>	<i>Ruth Oseme</i>	<i>June 2020</i>