



Name:	Date written:
Arrivals, Departures and Late Collections Policy	22/2/22
Written by:	Date of Review:
Emma Holmes/ Louise Lloyd-Evans	13/9/23
Policy Statement	
This policy is in place to ensure our ratios are always within their legal limits. Also, that children arrive and are picked up within their allotted time to ensure the well-being of the children and the staff team.	
Aims and Purpose	
Transition times for young children are always very difficult. The main ones being when they are dropped off at nursery and when they are picked up. Many children need individual support during these times so therefore it can be challenging for nursery staff. We also have to adhere to adult/child ratios, set down by the government. Although we realise and understand that unexpected circumstances happen which may lead to children being dropped off upset or picked up late, we have procedures in place to ensure this isn't a regular occurrence.	
Applicability	
Children Staff Families	
Definition of Terms	
Legal Ratios Under twos = 1:3 Under threes = 1:5 Over threes = 1:8	
Overview	
<ul style="list-style-type: none"> • Security • Registers • Visitors • Children and Families • Ratios • Parent Code of Conduct • Late Collections 	

Procedures

Security

- o All doors are locked during the nursery day
- o Visitors including families should ring the intercom and staff will identify them by the entry camera
- o Only the Manager and the Pod Leads are to answer the door to strangers
- o Only employees who are DBS checked and who know all the parents/carers may answer the door to familiar adults
- o Staff (excluding apprentices, student placement and bank staff) are added to the thumb print entry system after they have completed their 3 months' probation period and have a DBS check.
- o Doors which are left unlocked or on the latch follow the risk assessment procedures
- o CCTV cameras always point at the entrance gate
- o The front ground floor windows have bars to prevent anyone from entering whilst they are open
- o There are photos of all staff on our website, so parent/carers are aware of who works in the nursery
- o All visitors to the nursery (including parents) will be accompanied by a member of the staff team.

Registers

- o Staff are responsible for signing themselves in and out on Famly.
- o It is the Manager and Deputy Manager's responsibility to make sure that this has been done
- o Children are signed in and out every day by pod leads

Visitors

- o Visitors are required to show I.D to the Manager, Office Manager or Pod Leads if they are unknown to them.
- o All visitors are to sign in the visitors' book. This states the name of the visitor, date, time in/out, position and reason for visit
- o Visitors are required to put their mobile phones or smart watches in the safe
- o Visits to the nursery must be arranged ahead so we can arrange for the relevant member of staff to be supernumerary.

Children and Parents/Carers

- o All visitors and parents should make their presence known via the intercom
- o Staff will be answering the door by using our intercom camera system, they will let parents/carers or visitors in only after they have clearly been recognized or can give a pre-agreed password or ID.
- o On collection the children are to be taken to the relevant door, after their parent has rung the intercom and been identified.
- o Children are only to go home with adults that have been authorised by the parent and have the correct password, as stated on the child's registration form

- o If an unauthorised adult comes to collect the child, the child will not be dismissed into their care until the parent has been phoned and given consent
- o A parent/carer can call the nursery with a password and a description and exact time of collection for an unknown adult.
- o If we are unable to contact the parent, then the emergency contact will be phoned, and the non-collection of child procedure will begin
- o Children under 18 are under no circumstances permitted to collect children

Ratios

- o Parents/Carers must not drop their children off before their arranged start time. This is so that we can uphold legal ratios and our staffing is planned according to booked in children.
- o If parents/carers arrive early they must wait outside until their drop off time
- o When picking up children detailed feedback can only be given if arriving well within the arranged session time.

Parent Code of Conduct

- o Please be aware of our parent/carer code of conduct when picking up and dropping off a child. Young Friends Kindergarten will not tolerate impoliteness, bad language, or any kind of anti-social behaviour to our team. If we feel that this is happening, we reserve the right to ask you to leave the setting. If such behaviour is repetitive, we reserve the right to ask you to leave the nursery altogether. Please understand that staff will sometimes have to tell you to take your child home or that they have had an accident, for example, to uphold policies and procedures. This is part of their roles, and they should always be treated with respect.

Collections and Late Collections

- o Our opening hours are 8am-6pm. The last pick-up is 6pm. We request that children are always collected punctually. This is especially important as the nursery is not insured after this time.
- o If you wish to have feedback from staff, please arrive ten minutes before your pick-up time e.g., if your pickup time is 4pm you should arrive at 3.50pm. If you do not, your key person might not have time to provide quality feedback. Please note, this chat will not contain any sensitive information.
- o Generic feedback is gained from the information boards at the doors of each room, so you will always know what your child has been doing even without verbal feedback.
- o If you anticipate lateness, however minimal, please phone the nursery. Staff/children ratios are worked out at 4pm or 6pm. So to remain within legal limits, all children should be off the premises by the relevant time.
- o Persistent lateness will result in the offer of childcare being withdrawn and the parent/carer being liable to pay the month's notification period.
- o After 4pm or 6pm for each ten minutes of lateness (or part there of) you will be charged £5.
- o If you are late, you will be required to sign a late form.

External Links and Organisations
n/a
Relevant Policies and Documents
Safeguarding Children Policy Parent Carer Code of Conduct
Authorisation
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