

## **Arrivals and Departures**

First Steps, Headstart & Stepping Stones Day Nurseries & Pre-Schools will ensure that all children are greeted warmly and made to feel welcome upon arrival and staff will ensure that they depart safely at the end of every session. Parents are asked to drop off and pick up their children at designated areas outside the Nursery at specified times.

### **Arrivals**

- An accurate record/registration form will be kept of all children who attend the setting.
- No child will be admitted into the nursery until the registration form is complete with all necessary information as identified in the EYFS.
- A register will be kept on which arrival and departure times of children will be recorded supplemented by regular head counts throughout the day.
- The register will be kept on the premises at all times. A copy of the register will be taken on trips and outings.
- A familiar member of staff will come out to the designated area at the specified times to greet and collect the children from parents and take them into the Nursery. The child's arrival at the Nursery will be recorded immediately.
- The drop off times are 7.30 am, 8.00 am, 8.30 am and 9.00 am for the morning sessions, and 12.00 noon and 1.00 pm for the afternoon sessions.

### **Departures**

- Parents may collect children at 12.00 noon and 1.00 pm at the end of the morning sessions, and at 4.00 pm, 4.30 pm, 5.00 pm, 5.30 pm and 6.00 pm at the end of the afternoon sessions.
- A familiar member of staff will bring the children out to parents at these times. Children will only be released to their parent/carer or the person on the permission form unless the Nursery has been informed of changes beforehand and suitable arrangements made.
- The Nurseries reserve the right to refuse to release a child from our care if there is any doubt as to the authenticity of the person collecting the child.
- Children must be signed out by a member of staff.
- Departure times will be recorded by staff and the staff member's initials recorded on the register.

### **Late collection**

- Late collection of children will result in additional charges in 1-hour increments, but for collections after 6.00 pm there will be an additional charge of £10.00 for each additional fifteen minutes or part thereof.
- Parents must initial the register (which will be brought out to them) when a child is picked up after the booked time.

### **Escorting procedure**

- All regular escorts will be known to the childcare provider and must hold a current DBS check.

- A full risk assessment will be carried out before children are escorted.
- Adult: child normal ratio requirements will be exceeded where necessary.
- Children will walk in pairs.
- Staff will ensure that children walk on the inside of the path.
- When crossing a road, a staff member will be at each end of the group, ensuring they are the first to enter the road and the last to leave the road.
- Headstart Day Nursery & Pre-School will incorporate road safety training for the children and staff into their planning.

### **Non-Collection of Children**

Headstart Day Nursery & Pre-School will ensure that in the event of a child not being collected at the expected time the following procedure will apply:

- Staff members will remain with the child and give reassurance.
- Two staff members will remain on the premises at all times.
- Attempts will be made to contact the parents/carers.
- In the event that the parents/carers cannot be contacted, attempts will be made to contact those persons named as emergency contacts on the child's registration form.
- If no contact has been made within one hour, the setting will contact Children's Services.

**Lincolnshire Safeguarding Children's Board Customer Service Centre:**

**Office Hours: Tel. 01522 782111**

**Out of Hours: Tel. 01522 782333**