

Arrivals, departures & uncollected policy and procedure

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 (this is usually done by a child's key person or most senior on duty).

The staff member receiving the child immediately records his/her arrival in the daily attendance register. Any specific information provided by the parents should be recorded.

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.

If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the nominated adult.

The planned departure of the child should be anticipated by the key person in the group. All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to him/her personally.

No child should be handed over to anyone other than the known parent/carer unless an agreement has been made at the time of arrival. Collection form needs to be completed (*see Authorisation to collect a child form in the child personal information file*). This form should be used, photograph and password of the nominated person recorded. On departure, the child register must be immediately marked to show that the child has left the premises, as well as the Authorisation to collect document.

For arrivals and departures of visitors the appropriate records must be completed on entry and exit e.g. in the visitors book.

Parents/carers arriving into the nursery have to sign in the registration book in the front lobby and sign out upon departure. The staffs also have to sign in upon arrival and sign out upon departure.

If the child is uncollected Procedure

After a period of no more than 10 minutes, from the time the child was due to be collected or at 6 p.m. (when nursery closes)

1. A member of staff will phone the parent/carer to ascertain their whereabouts and what is their estimated time of arrival
2. If the staff is unable to contact the parent/carer, then they will telephone the first emergency contact number on the personal information's document. They will explain to this designated person the reason for calling and whether they will be able to come and collect the child
3. If this person is not contactable then the next person provided should be telephoned
4. If all the above fails, then call Ealing Social Services Emergency team on 0208 825 5000 and also the proprietor about the situation.
5. Once the parent/carer has arrived provide them with Late Collection form to sign after verbal explanation (see form attached to procedure). In form there will be a late fee charge, which will be included to their next invoice.
6. Give copy of completed and signed form to the most senior person on duty.
7. The senior person will give a copy to the proprietor and place a copy on child's file.
8. The payment for late charge will be divided amongst the staff left to over with this task by the proprietors; staff will not be entitled to TOIL for this time.

This policy was adopted on: 31st May 2010

Signed on behalf of the nursery:

Date for review: 31st May 2011

Appendix One

Children's Corner Day Nursery

Late Collection Form

Name of Child: _____

Date of late collection: _____

Staffs on duty: _____

Did the parent/care inform the Nursery about the lateness? YES/NO

What time was the notification? _____

If the parent/carer did not contact the nursery about the lateness, what attempts were made to contact them after 6 p.m.? i.e. who were contacted, what time? What telephone numbers were attempted

What time did the parent/carer collect the child? _____

Name of the person collecting the child _____

I hereby understand that due to the late collection, I will be charged late collection of £10 for each half an hour (inc 1st ½ hour) on your next invoice.

Name of person _____

Signature _____

Date _____