

Arrivals and Departures

The Ark will ensure that all children receive a warm, friendly welcome upon arrival and staff will ensure that they depart safely at the end of every session.

Arrivals

- An accurate record/registration form will be kept of all children who attend the setting. A register will be kept and times of arrival and departure of children to the premises will be recorded supplemented by regular head counts throughout the day. The register will always be kept on the premises other than trips or outings.
- A member of staff will immediately record a child's arrival at the setting.
- Familiar staff will greet children and parents.
- For those children who attend before school care, they will be escorted to school following the escorting procedure.

Departures

- Parents may collect children at any time during the session.
- A member of staff will be waiting in the doorway of the room where the children are, parents/carers are asked to wait with this adult who will release their child to them and not to enter the room where the children are gathered.
- Children will only be released to their parent/carer or the person named on the registration form unless the setting has been informed of changes beforehand and a password given. This would have been recorded in the room diary.
- The Ark reserves the right to refuse for a child to be released from our care if there is any doubt of the authenticity of the person calling.
- We have a duty of care not to release a child if we think that the parent/carer is under the influence of alcohol or any substance, legal or otherwise. Unless, alternative arrangements, for the collection of the child, can be made then we will contact Lincolnshire Safeguarding Children's Board.
- Children must be signed out by a member of staff marking the register.
- If a child arrives late or leaves earlier than the end of session, the accurate times will be recorded by a member of staff on the register.
- Late collection of children may result in a charge for each additional fifteen minutes, unless prior arrangement has been made with the manager/supervisor.

Non Collection of Children

The Ark 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 always remain on the premises.
- Attempts will be made to contact the parents/carers.

