

# Arrival and Collection Policy



**DREAMLAND**  
**NURSERIES**

## Arrival

On arrival at Dreamland please either ring the bell at the main entrance of the Nursery premises, knock the door or use the intercom system, Parents and carers must ensure that a member of staff is aware that your child is in the nursery, and he/she is signed into the 'Daily Register' book. Failure to do this can affect the safety of your child.

Parents are asked to inform room staff of any important information regarding their child, such as changes to their health and well-being since their last nursery session.

Children should be awake when arriving at the nursery. Staff are not to accept children who are asleep.

## Collection

Children are only released to those named by the parent and who are recorded on the child's entry record. It is the responsibility of the parent to keep these records up to date. If a person is collecting for the first time or are unknown to the member of staff, they will be required to provide identification. We also operate a password system for added security. If for some reason the staff member is unable to identify the parent or person authorised to collect, they will be asked to wait until a member of staff is present who can identify them.

If someone unknown to the Nursery should arrive to collect a child, a staff member will contact the parent to inform them. The parent will be required to give a description of the person and their personal details such as full name before we allow them to collect the child. This person will not be granted access to the Nursery without photo ID. In the case that we are unsure about the details given or have concerns regarding the photo ID we will not release the child until the parent arrives at the Nursery.

Persons authorised to collect a child must be aged 16 or over

Individuals may be refused collection of the child if their behaviour is of some concern to the staff handing over e.g., the person is highly intoxicated.

## Security

Access to the nursery is monitored by CCTV

Visiting the nursery is strictly by appointment only. Visitors are to be advised that should they arrive unannounced they will not be able to visit the children's zone and will be asked to arrange a suitable time come back. Upon arrival visitors are required to provide valid ID which shows their name and photograph and must sign into the visitors' book.

Parents dropping off and collecting their children are not required to sign in.

Visitors who are unknown are asked to remain in the entrance hall and a member of supervisory staff will be called to assist the visitor.

Parents and visitors must under no circumstances permit entry to any person, even if they know the individual, into the children's zone of the Nursery. Parents found doing this may have their contract terminated based on failing to ensure the safety of the people who use and work in the Nursery.

When entering or leaving the building parents, carers and staff must ensure that the front door is shut securely and locked after them.

### **Early Arrival**

To ensure we can always keep to our correct staffing levels we request that parent or carers do not arrive more than 5 minutes earlier than the agreed arrival time for the session, unless there is a prior arrangement with the Nursery Manager.

### **Late Collection**

We appreciate children being collected punctually, however if you anticipate being late, please telephone the nursery. Additional charges will be added to your end of month invoice, late fees start from:

- **1 to 10 minutes late:** £5
- **10 to 20 minutes late:** £10
- **20 minutes or more:** £25

### **Persistent lateness will result in the following action:**

1. A verbal warning from the Nursery Manager or Deputy
2. 2nd final verbal warning with the potential risk of the nursery place.
3. Letter of Notice from the Nursery Manager of a 2 week notice period

Parents should notify the staff regarding any changes in their regular child collection arrangements so that we can avoid any distress to their child.

### **Refused Entry**

It may be necessary on occasion to refuse entry to a child; this may be due to a medical condition as detailed in our exclusions policy.

### **Refusal to Release a Child from our Care**

The welfare of the children in the care of the Nursery is of paramount importance to us. The Nursery therefore reserves the right to prevent a child from being collected if we feel that it may have a negative impact on their wellbeing.

***For further details please refer to our safeguarding documents.***

## Procedure in the event of a Parent/Carer failing to collect a Child

If a child is not collected on time our legal liability relating to staff: *Child ratio could be infringed.*

### **To prevent this from happening we ensure that:**

Registration forms are complete and up to date with information including:

- Home address and telephone number (or the telephone number of a neighbour)
- Place of work, address and telephone number
- Mobile telephone number (if applicable)
- Emergency contact numbers and names
- Information about all persons who are authorised to collect the child
- Information about any person who does not have legal access to the child
- If a parent is not going to be in his/her usual place of work, we gain the relevant contact information for that day
- Ensure that parents are aware that if they are going to be late, an emergency plan is put into operation so that the child can be collected as soon as possible. Practitioners must also be privy to this information as they will not allow a child to leave the premises with an adult who is not known to them, or whom they have not been informed of.

A legal requirement is 2 members of staff must remain at the nursery until the last child has been collected

### **We will follow the procedure below:**

- If a child is not collected at the end of their allocated session, then attempted contact will be made with the parent/ guardian using the mobile, work and home numbers provided. Failing contact then the emergency contacts will be contacted.
- If the child has not been collected after 20 minutes after the nursery has closed, then the staff will be required to contact the Manager / Deputy Manager for advice.
- Two members of staff will stay with the child until contact has been made and arrived to collect.
- After 30 minutes whether it is the end of the allocated session or nursery closure, and the parent or carer cannot be traced through any of the emergency contact numbers on the registration form the nursery will take advice from MASH.
- This will then be treated as a Child Protection issue and staff will be expected to document the event in an incident form.
- Ofsted will also be notified at the earliest point.

Dreamland has a system set in place should a parent/authorised adult fail to collect a child at the end of the session. This system ensures that the practitioner will look after and carry out the correct procedures to keep the anxiety of children and parents to a minimum.

## Absentee Policy

It is important that parents and children learn quickly the expectation that nursery attendance is important and is given priority in their daily life. To ensure children develop and progress to achieve their potential they need to attend regularly and punctually.

All parents and carers will be expected and encouraged to ensure their child achieves the maximum attendance possible. It is understood that all our children need to be brought to nursery by adults and sometimes there may be family difficulties. Staff will support parent/carers in cases of difficulty by discussion of strategies or timings.

It is also acknowledged that many children suffer from childhood illnesses and may be unable to attend. It is the parent's/carers responsibility to inform the nursery if their child is unable to attend due to illness/sickness. We ask parents to tell us of any planned holidays or absences in advance.

### **Monitoring attendance at nursery will support the safeguarding of children.**

Attendance is recorded daily in the register and symbols indicate absence. All parents must contact nursery on the first day of absence with the reason for that absence. If the school receives no reason for absence the Key Worker, or another member of staff in their absence, will contact the family if a child has not attended for a period. Children subject to a Child Protection plan will be contacted on the day of absence.

The manager will collect the weekly register and keep it safe so that it can be accessed when necessary. The manager will monitor patterns of regular absence and where necessary ascertain reasons for this and seek to remedy the situation if appropriate or refer to other agencies. If there is no satisfactory reason for absence the child's name may be removed from the nursery register and parents informed to that effect.

### **Policy Approved By:**

- **Name:** Zeliha Bozkina
- **Position:** Nursery Manager
- **Date:** 02/09/2024