**Arrivals and Departures**

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

Nursery families will be entering Pegasus through the side gate which will be open at 8.30am and again at 11.55am and 2.45pm by a member of staff.

A member of staff will always be standing at the conservatory door while drop off and pick up is underway and the gate is open, for safety.

**Arrivals**

* Staff will be ready and waiting for families, with a friendly and caring atmosphere
* 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 be kept on the premises at all times. A register will be taken on trips and outings.
* A member of staff will immediately record a child’s arrival at the setting
* Staff will also sign themselves in as soon as they get into the building
* A familiar staff member will greet the children and families
* No child will be admitted into the centre until registration form is completed with all necessary information as identified in the EYFS

**Departures**

* Parents/Carers may collect children at any time during the session but must let staff know before hand, so staff are aware.
* Children will only be released to their parents/carers or the person named on their permission form unless the setting has been informed of changes beforehand and in these circumstances a password agreed.
* Pegasus Childcare Centre reserves the right to refuse for a child to be released 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 on the register
* Late collection of children (over 15 minutes from the end of booked session) may result in being charged for a full session, unless prior arrangements has been made with the Manager/Deputy.

**Non Collection of Children** For full details see the Uncollected Child Policy

Pegasus Childcare Centre 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 Lincolnshire Safeguarding Children’s Board will be informed.

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

**Office Hours Tel**: 01522 782111

**Out Of Hours Tel**:01522 782333

**Escorting Procedure**

* All regular escorts will be known to the children provider and must hold a current a DBS check (when required by the independent Safeguarding Authority)
* 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 throughout the walk
* 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.
* Pegasus Childcare Centre will incorporate road safety training for the children and staff into their planning

*This Policy and Procedure has been adopted by Pegasus Childcare Centre*

**This policy was reviewed and adopted on**

**Signed (Manager)**

**Signed (Chair)**

The Policy will be reviewed every two years.

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| **Date of Review** | **Policy Updated** | **Signed (Chair)** |
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