



The Butterfly Rooms (Incorporating Woodlands) LTD

Tank Hill Road | Purfleet | Essex | RM19 1TA

Registered Charity Number: 1148068 | Ofsted Number: 453859 | Company Number: 7984150 | *Limited by Guarantee*

Telephone Number: 01708 863 737

Arrivals and Departures Policy

Policy Statement

This policy is written in accordance with the **Early Years Foundation Stage (EYFS) Statutory Framework 2025** (effective from **1 September 2025**), the **Childcare Act 2006**, and **Working Together to Safeguard Children (2023)**

The provider takes all **reasonable and necessary steps** to safeguard and promote the welfare of children during arrival and departure times, recognising these as **key transition points** for safeguarding.

This policy reflects **local safeguarding expectations and practice guidance issued by Thurrock Council and Thurrock Services for Early Years**.

Legal and Statutory Requirements

In line with EYFS safeguarding and welfare requirements:

- Children will **only be released to individuals authorised by the parent/carer**.
- No child will be allowed to leave the premises **unsupervised or unaccompanied**.
- Robust procedures are in place to prevent unauthorised access to children.
- Accurate records of **attendance, arrivals, and departures** are maintained.

Arrivals

- Staff will **warmly welcome** children and families to promote a secure, calm, and positive transition into the setting.
- Parents/carers **must hand their child directly to a designated member of staff**.
- Staff will ensure:
 - The child is **visually observed and accounted for**
 - Attendance is recorded **immediately upon arrival**
- Any relevant information shared by parents/carers (e.g. medical needs, changes at home, safeguarding concerns) will be:
 - Recorded appropriately
 - Shared with relevant staff on a **need-to-know basis**
- Where medication is required, staff will follow the **Administering Medicines Policy**.
- Attendance records are:
 - Maintained in **real time**
 - Stored securely
 - Managed in accordance with **GDPR** and **EYFS record-keeping requirements**

Departures

- Children will only be handed over to:
 - Their named parent/carer **or**

- Another authorised adult identified by the parent/carer
- If an alternative person is collecting:
 - **Prior written notification** or
 - A **verified phone call** using a **password system** must be provided
- Passwords:
 - Are set during registration
 - Stored securely
 - Only shared with staff who require access
- To ensure maximum safety:
 - At least **two staff members** will manage departures:
 - One supervising remaining children
 - One completing the handover and sharing information about the child's day
 - Children will be released **one at a time**
 - A staff member will **visually confirm and acknowledge** each child's departure

Uncollected Child Procedure

If a child is not collected at the agreed time:

1. **A minimum of two staff members** will remain with the child.
2. One staff member will attempt to contact the **parent/carer**.
3. If unreachable, **emergency contacts** will be contacted in the order provided.
4. Attempts will be repeated at regular intervals (approximately **every 10 minutes**).
5. The **Manager and Designated Safeguarding Lead (DSL)** will be notified.
6. The **Uncollected Child Policy** will be followed in full.
7. If no contact is made, the Manager or DSL will:
 - Contact **Children's Social Care** in line with **Thurrock safeguarding procedures**

During this time:

- The child will be kept safe, reassured, and comforted
- Their needs for food, drink, and emotional support will be met

Upon collection:

- A calm and professional discussion will take place
- The incident will be **fully recorded**

Policy Assurance

- Under no circumstances will a child leave the setting without an authorised adult.
- All arrivals and departures are **acknowledged and recorded**.
- Staff are trained in:
 - Safeguarding
 - Secure handover procedures
 - Local authority expectations
- This policy is available in **alternative formats or languages** upon request to support inclusive practice.

Policy Review

This policy will be reviewed:

- **Annually**
- Or sooner if there are changes to:
 - EYFS
 - Statutory safeguarding guidance
 - Thurrock Local Authority procedures

This policy was adopted by

The Butterfly Rooms Ltd

On

21st April 2026

Date to be reviewed

21st April 2027

Signed on behalf of the Management
committee



Name of signatory

Miss Aimee Thompson
