



Arrival and Departure

Pack 3

This policy is subject to annual review and was reviewed in September 2021. It is due for review in September 2022.

It was re- adopted by the Shelena Begum on 1st September 2021

Signed: _____

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3.0. Arrival and Departure

At Little Miracles Nursery we give a warm welcome to every child and family on their arrival.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person depending on the time of arriving).

The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home. If the parent requests the child is given medicine during the day, the staff member **must** ensure that the medication procedure is followed.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and/or a password are also required where possible for the designated adult. Parents are informed about these arrangements and reminded about them regularly.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent, e.g. snack time, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible. If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately to show that the child has left the premises.

Opening time and late collection

We are open 38 weeks per calendar year, term time only. The opening times of the nursery are 9.30am to 2.30pm for the Monday, Tuesday & Wednesday. However, we change the session depending on the intake and suitability of parents sometimes to Mon – Fri 9.30am – 12.30 morning session and Mon – Fri 12.30-3.30 afternoon session.

Morning children only: please drop your child at the front door at 9.30am and collect you child between 12.00pm to 12.30pm. Allowing time for parents/carer to communicate with your child's key person.

Drop and late collection: we would ask you to drop and collect the children at the times set by the nursery. Should you arrive earlier, please wait outside until the due time.

In case of late collection, a late collection fee of £1 per minute will apply after the first 5 minute.

If a child is absent due to illness or other reason, parents must contact us on the day of the absence and inform us of the reason for absence. The nursery will record and analyse all unexplained absences as part of our safeguarding procedure.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to supervision of visitor's policy for further information.

3.1. Settling in

When a child is registered with the nursery, arrangement will be made for several short visits to the nursery with a parent /carer saying to reassure the child, the nursery staff work in partnership with the parents /carers to settle the children in to the nursery environment. These are suggestions only.

Each child will be very different when being settled into the nursery environment. Some children will settle in more quickly than others. The key message is that the parents will know when their child is ready to take further steps within the settling-in process. It is also important to remember that the staff are here to help with this process in any way we can.

On your child's first settle in day we will ask you to stay for an hour or so. We will then arrange another time for you to come, where once your child is settled we suggest you leave them, just for an hour. This will continue over a period of about two weeks depending on the individual child. Only once the child has settled may the child be left for long periods.

Please be assured that your child will receive lots of cuddles and attention if they are upset and we will do our utmost to ensure they settle in easily and as quickly as possible.

All children are individuals and some may take longer than others. Please feel free to telephone us as often as you like during the day to see how your child is progressing and to discuss anything else relating to the nursery.

We do not encourage children to bring toys into the nursery. However, if your child has a special comfort toy or blanket, etc, which you think would help them to settle better and feel more secure, they are welcome to bring it into the nursery.

Key Person system:

We have a key person system in the nursery and their role is to provides children with the opportunity to make attachments in a positive and affectionate way. Young children do not always have the language to express what they experience, especially babies, therefore the need for a key person is utmost. All our staffs know about the importance of building strong attachments with children. They are trained to recognise the different stages of attachment and use this knowledge to support children and families settling in to the nursery.

Feel free to ask and tell your child's key person anything you may feel relevant and beneficial to help your child settle more easily. Your key person will ask you various questions about your child, i.e. Do they sleep during the day, eating and food restrictions, etc.

3.2. Attendance

The purpose of this policy is to set out the attendance and punctuality expectations of all parents/carers when they enrol their child at Little Miracles Nursery.

We expect that all children will:

- attend nursery from the allocated start date
- attend all the scheduled sessions booked at nursery
- attend nursery on time.
- attend nursery appropriately, prepared for the day.

We expect all parents and carers to:

- encourage regular nursery attendance
- ensure that their child arrives punctually and prepared
- ensure nursery is contacted when the child is not attending
- contact the nursery on each day of an absence
- contact the nursery in the event of any lateness
- contact the nursery regarding any issue that may keep their child off nursery

We aim to help parents/carers avoid absences and lateness for their children by creating enjoyable, fun, safe, caring and exciting opportunities for all children who attend the nursery. These opportunities will encourage children to want to attend the nursery on all their scheduled sessions. In turn, we aim to create trusting and supportive relationships with all parents/carers so they feel secure in bringing their children to all their scheduled sessions.

Where more clarity on attendance and punctuality is needed this policy will identify the individual processes involved.

At Little Miracles Nursery we expect all parents/carers to bring their child to their scheduled sessions; agreed in their admissions contract (see Admissions Policy) to enable the nursery to run in a safe and successful way.

Whilst the legal requirement for attendance does not apply to children under 5, regular routines for young children support the settling in process and enhance their sense of security. They can also foster good habits for children's later life through to Primary School. Regular attendance is an excellent way for your child to get the best out of their nursery experience and is an important life skill.

At Little Miracles staff work hard to make the very best use of human resources. We work to precise 'child to adult ratios' to ensure Health & Safety regulations are followed and make sure your child has the most appropriate care and support for their specific age of development. These ratios are calculated upon registration at the start of your child's session. Once the register has been taken, staff are moved and allocated according to the numbers in the register, to provide the very best learning, play and development support across the nursery. With poor attendance and punctuality, we cannot do this. This has a negative impact on other children and is not acceptable.

For many families' attendance at the nursery does not become an issue. Where attendance becomes an issue, the remainder of this policy sets out the procedures for parents/carers and the nursery related to attendance and punctuality.

Attendance:

- Nursery attendance is agreed by parents through the signing in the Admissions contract (child registration pack) upon acceptance of a place at Little Miracles Nursery.
- Attendance times will be different according to the schedule agreed in the Child registration pack agreement. Session times are as follows:

Schedule for Attendance	Start time	End time
Morning Session – Mon to Fri	9.30am	12.30pm
Afternoon Session – Mon to Fri	12.30pm	3.30pm
3 days session – Mon to Wednesday	9.30am	2.30pm

- Top up to either the morning/afternoon sessions can be purchased to extend childcare to both AM and PM sessions; where this occurs the start, time is above. Depending on the session availabilities, this needs to be agreed in advance with the nursery manager.

Non-Attendance:

- Children who have not attended their scheduled session will be marked as absent.
- No refund will be given for non-attendance at fee paying sessions.
- No carry over will be given for non-attendance at fee paying sessions for any reason.
- Erratic non-attendance could affect government funding or grants for childcare.
- Frequent non-attendance could result in children losing their place at nursery.
- Non-attendance and no communication from the family as to the reason will result in a phone call to the parent/carer.
- Non-attendance at 3 sessions will action the first step of the attendance absence procedure.

Communicating Non-attendance:

- Parents/carers should call the nursery on the morning their child will not be attending to inform the nursery, giving a reason for the absence (sick/unwell are not deemed to be satisfactory reasons and further clarification will be needed).
- Parents should telephone the nursery daily should absence through illness extend to more than just one session.

- All communications to and from parents about absence will be documented in the Absence & Punctuality record folder.
- Such documentation could be presented to the LA or governors should non-attendance at Nursery become a problem.
- Regular non-attendance that gives a cause for concern will be communicated to other agencies.

Monitoring Attendance:

- Little Miracles Nursery has a duty to report nursery attendance to the LA and the governors.
- Attendance numbers will be monitored daily, in the interests of child protection and to determine safe and appropriate ratios.
- All attendance figures will be stored by the nursery to support tracking of children
- Other agencies may use attendance data to enable them to support families and children appropriately such as Child Protection
- All absences will be documented and all absences will be followed up should they reach a level that impacts on the child regardless of the reason given.

Attendance Absence Procedures

An Authorised Absence	Action
1 – 3 absences	Recorded in the Absence and Punctuality record folder.
After 3 absences	Key person will call the parents to find the reasons for absences and remind about the benefits of regular attendance.
At 5 absences	Absence letter 1 to parents.
At 8 absences	Meeting called by the key person/team leader with the parents/carers to identify a reason for the continued absence and set attendance implications and expectations. Sign posting to other advice and training groups may be done to give further support
At 13 absences	Meeting called by the nursery manager with the parents/carers to hold parents/carers to account. Establish implications for them and the child and set a strict time frame of improvement.
At 16 absences	Parents/carers requested at a formal meeting with the Nursery manager. We will work with the LA Attendance Officer at this stage and follow their advice and guidance.
At 18 absences	Case passed to the LA. Place at nursery is at risk. Social services referral.

At 21 absences	Place at Little Miracles Nursery is Withdrawn if further communication with parents/carers has not been established.
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*At any stage when attendance improves families should be praised and encouraged.

Communicating Lateness:

Children arriving at the nursery later than 15 minutes after a session starts, will not be allowed to join in that session. You therefore need to arrive at the nursery by 9:45am latest for your child to join the morning session, and by 12.45pm latest for your child to join the afternoon session.

- We expect parents/carers to contact the nursery if a child is going to be late or is running late. **In case of late collection, a late collection fee of £1 per minute will apply after the first 5 minute.**
- Lateness will be monitored daily, in the interests of child protection and to determine safe and appropriate ratios.
- Parents are late if they collect their child after the end times above.

Holidays:

- All holidays are discouraged during Nursery term time. Parents/carers are advised to take holidays during the time when the Nursery is closed.
- Parents/carers need to complete a holiday form to request leave for a holiday.

Medical appointments:

- Parents/carers are advised to make medical appointments for their child outside of the Nursery session hours they have booked.
- Parents/carers will be asked to change appointments they have made during nursery hours to take them at a time outside their booked session.
- All medical appointments taken during Nursery sessions booked by parents/carers will be recorded as an absence in the Absence and Punctuality record folder.
- Parents/carers are encouraged to provide proof of the appointment.

Sickness:

- Some absences due to sickness will involve a child having longer off nursery. Where this occurs, it will still be recorded in the Absence and Punctuality record folder and on the child's file.
- Parents/carers are encouraged to keep in regular contact with the Nursery throughout such a time
- Longer, more serious sicknesses will involve changes to the timeline for Attendance Absence procedures listed above.

- Where sickness is prolonged the nursery will offer support to the family.
- Reoccurring longer sickness periods may result in other agencies being involved in the interest of child protection.
- Some longer more severe sicknesses will involve a quarantine period due to the nature of the sickness. The nursery will advise parents/carers of the time frame for this (e.g. chickenpox).
- Longer sickness absences may involve a resettling in procedure (see Settling in Policy).

Family Emergencies:

- Consideration will be given to circumstances where a family emergency occurs involving a long absence where clear, open and timely communication is given by the parents/carers.
- The Nursery Manager has the final decision.

Changing Nursery's:

- Absences incurred if parents/carers remove their child from Nursery will be recorded and passed on to the next educational establishment.
- Parents/carers are asked to wait to get a start date for their child's new setting before removing them to avoid unnecessary breaks in learning and play development for their child.

All Staff:

All staff are responsible for ensuring they have read and understood this policy and are able to communicate it clearly to parents/carers. Staff are responsible for ensure they keep up to date records of attendance and punctuality to support this policy.

3.3. Date to be reviewed

All the Arrival and Departure section of the policy was adopted by Little Miracles Nursery.

On: 1st November 2021

Date to be reviewed: 1st November 2022

Signed on behalf of the provider:

Name of Signatory: Shelena Begum & Shoid Islam

Role of signatory (e.g. chair, director or owner): Directors

Date to be reviewed	Date reviewed	By who	Signature
September 2019	September 2020	Shelena	
September 2020	September 2020	Shelena	
September 2021	1 st November 2021	Shelena	