

Elephant and Castle Child Care Centre Arrival and Collection Procedure

The nursery opens at 07:30 and closes at 18:00. Other sessions begin at times to suit the needs of working parents. We prefer sessions to start on the hour as this is more cost effective for staffing. Sessions should not start or end between 12.00 and 13.00, this disrupts the children's lunch time. Within the allocated session, children are able to arrive and be collected at any time. A relaxed approach to the beginning and end of the day enables parents/carers to bring/collect children at a time appropriate for their needs. This flexibility allows parents/carers and staff time to effectively communicate information about the child's day, and for every child and parent/carer to be bid goodbye. A team member will always be available to talk to.

It is important to us to ensure the safety of the children at the setting at all times. The front door will always be locked and only a team member will allow parents/carers or visitors into the setting. When a visitor or unknown person arrives at the door, they will be asked for identification and may be asked to wait outside while this is authorised. Where necessary they will be supervised by a member of staff at all times. All visitors will be required to sign in and out of the nursery visitor's book, positioned by the front door. The team member responsible for permitting children in or out will also record the arrival and departure of the children in the register.

Children will be allowed to leave the premises only with those persons authorised by parents/carers and known by staff. For those unknown to staff a password is required. Passwords are given each time someone different is collecting a child. This is to prevent it becoming known. Parents/Carers must inform the nursery of changes of who may collect children, when circumstances change during the day. In cases where no staff member has been informed and an unknown person arrives to collect a child, the parents/carers or emergency contacts will be contacted before the child is permitted to leave with this person.

In the event of a late collection, parents/carers are requested to inform the nursery as soon as possible. Late collections will incur a charge.

Uncollected children

We expect children to be picked up promptly at the end of each session, if this does not occur we will assume an emergency has caused delay and will instigate our procedure.

Parents/Carers of children collected up to 15 minutes later than expected will be advised this contravenes our registration and may leave us without insurance cover. Parents/Cares will be asked for a genuine reason for late collection and reminded that they should telephone us before the collection time to tell us of their delay. If this happens without genuine reason more than 3 times in two weeks parents/carers will be advised they risk losing their child's place. As two members of staff have to remain on the premises with the child an extra charge to fees will be payable.

Children who are not collected within 30 minutes of the expected time may become the responsibility of the Children's Services Department. The person in charge will-

- ◆ Call the parents/carers on the given contact numbers, if no one is available they will
- ◆ Call the additional emergency contact numbers, if we are unable to make contact within 2 Hours, they will
- ◆ Call the Children's Services Duty Team for advice.

At all times two members of staff or the senior member of staff and the owner will be present and they and the child will remain on the premises unless advised otherwise by the Children's Services Team.

This policy was adopted in March 06 and will be reviewed annually and amended as necessary.

Signed on behalf of the setting:

Reviewed and amended February 07. Reviewed and amended March 2010

Reviewed March 2011. Amended January 2012. Reviewed and amended April 2013.