



Arrival and Departure Policy

Aim:

Working with parents, staff will adhere to the following agreed procedures which will ensure the safety of every child arriving and departing the nursery.

General Points

- It is expected that a responsible adult (over 16 years) will bring and collect a child.
- *Staff do not hand children over to strangers* or indeed to anyone other than the parent, unless the nursery has been instructed by the parent to do so.
- It is necessary for parents to supply the nursery with a list of 'named adults'.
- In normal circumstances the nursery will be informed of pick-up person by a parent or adult who brings the child by signing the fire register.
- If staff are concerned about the person's capacity to assume responsibility for the child, they must inform the Head Teacher / Depute Head of Centre.

The Nursery Day

Children enter and depart from the Nursery through the main playroom doors from the foyer. There is always a 'greeter' at the door for security purposes.

Children are always escorted into the playroom each day. A member of staff will oversee self registration where children are encouraged to sign in.

Children remove their jackets and shoes in the cloakroom area and then come into the playroom for registration.

At the end of the day the responsible adult will collect the child from the child's registration table. This will give them the opportunity to meet with the Key Worker and discuss the child's day and collect any information, e.g. newsletters. They will then go to the cloakroom before leaving the nursery.

Doors will be opened at 11.40am and 3.50pm to allow time for the collection of children and for staff to feedback any relevant information to parents/carers.

Named Adults

A named adult is a person named by the parent who will be involved in the bringing and collecting of a child. Along with the emergency contacts these adults may be called upon by the nursery to take a child home if the parent cannot be contacted. At enrolment, it is established with the parent who the named adults will be. A note of the named adult/s is made along with their address and telephone number. If possible during the settling-in period parents should introduce the named adult/s to the child's key worker. The named adult should know the child's password provided by the parent on the Enrolment Form and Care Plan.

A list of named adults plus password should be consulted. Children will not be released to a named adult unless stipulated by the parent to the nursery office or a member of staff. Parents must inform the nursery by telephone if the named adult for pick ups on the Enrolment Form should change.

Fire Register – Signing in



Lenzie Meadow Nursery



The fire register acts as an 'in / out book' and contains daily sheets. The nursery requires the adult who is bringing the child to nursery to sign his or her name against the child's name. The fire registers are located at the desk in front of the office in the foyer.

After all the children have arrived, key workers will fill in the daily attendance sheet, recording the number of children present and also writing down the names of the absentees. A designated member of staff will then ensure that the numbers present on the attendance sheet corresponds with the fire register and that all children have been signed in. If there are any unexplained absences the Depute Head of Centre or Senior EY worker will notify the Nursery Office. Absence procedures would then come into effect to ascertain the whereabouts of the child.

Fire Register – Signing out

Staff must follow a specific routine to ensure that all children are uplifted safely. The routine is as follows:

- All children are collected from their designated area where their Key worker will be working with them each day.
- One member of staff must be present with the children until all have been uplifted.
- Together, staff will ensure that adults sign the fire register before departing.
- The Depute Head of Centre/Senior Practitioner checks that all the children have been uplifted and that the daily fire register sheet is complete.

Unexpected Person Uplifting

Parents are encouraged to let staff know if, during the session, there is a change of person uplifting the child. The Key Worker is informed of the change of uplift person and the child is then released by the key Workers. Staff will be aware that for various reasons notification may not always be possible and will permit the child to go with a named adult who will sign the daily sheet.

If an unnamed adult turns up without any prior warning from the parent, staff DO NOT hand the child over. Staff must inform the Depute Head of Centre. Only when permission has been granted by the parent can an unnamed adult uplift a child. Once permission has been given the unnamed adult will sign the daily sheet. The Nursery Teacher/Senior EY Worker will assume this responsibility in the absence of the Depute Head of Centre.

A Request to Hand Over a Child to a Divorced or Separated Parent

In the case of divorced or separated parents, both parents have the right to the child unless an official document has been issued e.g. an interim interdict. The Head Teacher / Depute Head of Centre must be provided with this information as soon as possible.

No Legal Documents

Make the adult welcome and then inform the Head Teacher / Depute Head of Centre who will explain the school/nursery policy – expected adults uplift children. The Head Teacher / Depute Head of Centre will suggest contact is made with the other parent but if the parent still insists on uplifting the child the school / nursery must hand over the child to the parent. **The parent MUST sign the 'in / out book' before leaving with the child and staff MUST let the parent know that because he/she was not expected, the school / nursery will inform the other parent of the whereabouts of his / her child.** Staff must take note in the 'in / out book' of the time and, if possible, where the parent is taking the child.

A Request to Hand over a Child to an Unauthorised Parent

Make the adult welcome and then inform the Head Teacher / Depute Head of Centre who will explain the school/nursery policy. They will then be invited to wait for the authorised parent to arrive or, if it is not time for the authorised parent to come, phone them and request that they come to the nursery immediately.

DO NOT HAND A CHILD OVER TO AN UNAUTHORISED PARENT.

If the school / nursery are experiencing any difficulty the police may be contacted for guidance. The phone number of the Kirkintilloch Police Station is **01786 289070**



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Failure to Collect Child at the Expected Time

If a child has not been uplifted within a reasonable time nursery staff will then try to contact the parent or a named adult. Using their knowledge of the normal pattern of collection the staff will judge whether or not to take action. The next step would be to inform SMT.

Child Not Collected within a Reasonable Time – 12.00 pm or 4pm

One member of staff will reassure the child while the other tries to get in contact with a parent, a named adult or an emergency contact. The child should always be in the care of two members of staff.

Child Not Collected within an Unreasonable Time (12.30 pm or 4.30 pm)

Inform the Head Teacher / Depute Head of Centre. The child should always be in the care of two members of staff.

At such time the following action should be taken after all attempts to locate the whereabouts of the parents, a named adult or an emergency contact have failed - ***Phone the Social Work Department for advice and help.***

Kirkintilloch Social Work Department **0141 777 3000**

Out of Hours Telephone Number: **0800 811 505**

Follow Up for Late Collection

The Head Teacher / Depute Head of Centre will investigate and may consult with the parents to offer advice and assistance where necessary.