

Arrivals and Departures Policy

Purpose

EDG Nursery is committed to ensuring that every child arrives at and leaves the nursery safely.

This policy sets out the procedures for:

- children arriving at nursery
- recording attendance and absence
- notifying the nursery of holidays and appointments
- authorised collection arrangements
- verifying unfamiliar collectors
- late arrival and late collection
- responding where a child is absent without explanation

These procedures support children's safeguarding, emotional wellbeing and the smooth operation of the nursery day.

Nursery Opening and Session Times

EDG Nursery operates Monday to Friday, excluding bank holidays, planned closure dates and staff inset days.

The nursery's standard session times are:

- **Morning session: 8:00am - 1:00pm**
- **Afternoon session: 1:00pm - 6:00pm**
- **Full-day session: 8:00am - 6:00pm**

Pre-booked extended hours may be available:

- **Early entry: 7:30am - 8:00am**
- **Late collection: 6:00pm - 6:30pm**

Extended hours must be booked and confirmed in advance. Parents must collect their child by the end of their contracted session.

Current opening hours, closure dates and extended-hours arrangements are also set out in the Parent Agreement and current fee information.

Expected Arrival Times

Children attending a morning or full-day session should arrive by **9:00am at the latest**, unless a later arrival has been agreed with management.

Children attending an afternoon session should arrive promptly for the beginning of their contracted afternoon session.

Arriving before 9:00am allows children to:

- settle comfortably into the room
- participate in the morning routine
- join planned learning experiences
- take part in group activities
- receive consistent meals, care and personal routines

Late arrivals can be disruptive for the child, other children and the staff team once the day's activities have begun.

Arriving After 9:00am

Where a child will arrive after 9:00am due to an appointment, emergency or other unavoidable reason, parents must notify the nursery by 9:00am and provide:

- the child's name
- the reason for the late arrival
- the expected arrival time

Parents should contact the nursery before travelling to confirm that the late arrival can be accommodated safely within room routines, staffing arrangements and planned activities.

Repeated late arrivals without notification may be discussed with the parent or carer so that a more suitable arrangement can be agreed.

Arrival and Handover Procedure

On arrival, children must be handed directly to a member of nursery staff.

Parents and carers must not leave a child:

- at the entrance
- in reception without a staff handover
- in a classroom or garden without informing a member of staff
- with another parent or visitor

The receiving member of staff will:

- acknowledge the child's arrival
- record the child's arrival time
- receive any relevant information from the parent
- ensure the child is safely included within the room register and headcount

Parents should inform staff of any information that may affect the child's care during the day, including:

- illness or medication
- changes in sleep
- changes in eating
- injuries or marks
- emotional or behavioural changes
- changes in family circumstances
- changes to collection arrangements

Where a child arrives with an existing injury, the nursery's Existing Injury Procedure must be followed.

Attendance Records

The nursery maintains a daily record of:

- every child attending
- arrival time
- departure time
- any known absence and the reason provided

Room registers must remain accurate throughout the day.

Staff must update registers immediately when children:

- arrive
- leave
- attend additional sessions
- leave temporarily for an appointment
- return following an appointment

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All policies contained within this handbook have been created in line with current legislation and statutory guidance. EDG Nursery reviews all policies annually and updates them sooner where changes to legislation, statutory guidance, and recognised sector best practice.

Registers must be accessible during emergencies, evc
Manual registers will be taken if we have a system error or our usual app is down for any reason. This must be updated manually once back up and running.

Reporting Absence

Parents must notify the nursery by **9:00am at the latest** if their child will not be attending.

Parents must provide:

- the child's name
- the reason for the absence
- the expected duration of the absence
- any relevant illness or safeguarding information

Absence should be reported using the nursery's agreed communication method, such as email or telephone.

A message passed through another parent or member of staff is not sufficient unless it is confirmed directly with management.

Holidays and Extended Absence

Parents must notify the nursery in advance where their child will be absent due to a holiday or planned family travel.

Parents should provide:

- the first date of absence
- the expected return date
- the duration of the absence
- the country or area being visited
- any alternative contact information where the usual telephone numbers will not be available

This information is requested to support accurate attendance records and the nursery's safeguarding responsibilities.

Parents must notify the nursery if:

- travel dates change
- the child will return later than expected

- contact details change while the family is away

Normal fees remain payable during holidays in accordance with the Parent Agreement.

Unexplained Absence

Where a child has not arrived by 9:00am, or within one hour of their usual agreed start time, and the nursery has received no explanation, staff will begin the absence follow-up procedure.

The nursery will:

1. Contact the child's parent or primary carer.
2. Contact the second parent or carer where applicable.
3. Work through the child's emergency contact list until contact is established.
4. Record all calls, messages and actions taken.
5. Inform the Designated Safeguarding Lead where contact cannot be established or there are concerns.
6. Consider the child's attendance history, vulnerability, family circumstances and any existing safeguarding concerns.
7. Seek advice from Children's Social Care or request a police welfare check where necessary.

Staff must not assume that a child is safe simply because the family has previously missed sessions.

Repeated, prolonged or unexplained absence will be reviewed by the Designated Safeguarding Lead in accordance with the Attendance Monitoring and Safeguarding Policies.

Where a child is subject to a Child Protection Plan, Child in Need Plan, Early Help Plan or ongoing social care involvement, unexplained absence may be reported immediately to the relevant professional.

Emergency Contact Requirements

Parents must provide **three emergency contacts** as part of the nursery's admissions process wherever reasonably possible.

Emergency contacts should:

- be adults aged 18 or over

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- be known to the child where possible
- be contactable during nursery hours
- be able to assist in an emergency
- understand that the nursery holds their details

Parents are responsible for ensuring that all contact details remain accurate and up to date.

Any inability to provide three emergency contacts must be discussed with management.

Emergency contacts are not automatically authorised to collect a child unless they are also recorded as an authorised collector or specific collection permission has been provided.

Authorised Collection Arrangements

Children will only be released to:

- a parent or carer with parental responsibility
- a person listed as an authorised collector on the child's registration records
- a person authorised through the nursery's one-off collection procedure

The nursery's registration forms request:

- the collector's full name
- relationship to the child
- current photograph
- contact details
- agreed collection password

Parents must ensure authorised collector details remain current.

Children will not be released where the nursery cannot verify the collector's identity or authority to collect.

Collection Passwords

Parents must provide a secure collection password during registration.

The password:

- must only be shared with authorised collectors
- should not be shared openly at the nursery entrance
- may be changed where security has been compromised

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- must be confirmed by an unfamiliar collector v

Knowing the password alone does not automatically authorise collection. Staff must also confirm that the individual has been authorised by the parent and that their identity matches the information provided.

One-Off or Different Collectors

Where someone who is not already listed on the child's registration records will collect the child, the parent must email:

management@edgnursery.co.uk

The email must be sent before collection and include:

- the child's full name
- the collector's full name
- the collector's relationship to the child
- the date and expected time of collection
- a clear, recent photograph of the collector
- written consent confirming that the person may collect
- confirmation that the collection password has been shared with the collector

A member of management must be informed of the arrangement.

Parents should not assume that sending an email alone means the arrangement has been accepted. Where possible, management will acknowledge the collection arrangement before the collector arrives.

Where staff have any doubt, the nursery will contact the parent using the telephone number already held on the child's records.

The child will not be released until the nursery is satisfied that the arrangement is genuine and the collector's identity has been verified.

Unfamiliar Collectors

An unfamiliar collector may be asked to:

- state the child's name
- state their own full name
- confirm their relationship to the child

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- provide the agreed collection password
- show photographic identification
- wait while management verifies the arrangement

Staff must not feel pressured to release a child quickly where safeguarding checks have not been completed.

If identification or authorisation cannot be confirmed:

- the child will remain safely supervised
- management will be informed
- the parent will be contacted
- an alternative authorised collector may be requested

Changes Made During the Day

Parents must not rely solely on a verbal message passed through:

- another parent
- a sibling
- a member of staff who is not managing the collection arrangement
- the proposed collector

Changes to collection arrangements must be communicated directly to management in writing.

In an emergency, management may accept telephone authorisation after completing appropriate identity checks using the contact details already held by the nursery. Written confirmation may still be requested.

Collection by a Person Under 18

Children will not normally be released to anyone under the age of 18.

Any exceptional request must:

- be submitted in writing
- be agreed by management in advance
- be considered through an individual risk assessment
- take account of the age and maturity of the proposed collector
- take account of the needs and age of the child being collected

The nursery reserves the right to refuse an arrangement to be safe.

Parental Responsibility and Family Disputes

The nursery will act in accordance with the law relating to parental responsibility.

A parent with parental responsibility will not normally be prevented from collecting their child unless the nursery has received:

- a relevant court order
- formal legal restrictions
- safeguarding instructions from an appropriate authority

Parents must provide management with copies of any court orders or formal arrangements that affect:

- parental responsibility
- contact
- collection
- access to the child

The nursery cannot mediate private family disputes.

Where a disagreement occurs at collection, the child's safety and emotional wellbeing will remain the priority. Management may seek advice from the police, Children's Social Care or other relevant professionals.

Concerns About a Collector's Fitness

The nursery will not knowingly release a child to a person who appears unable to care for the child safely.

Concerns may include suspected:

- intoxication
- drug use
- severe emotional distress
- aggressive or threatening behaviour
- medical incapacity
- unsafe transport arrangements

Where concerns arise, management will:

- speak with the collector calmly
- contact another authorised adult
- keep the child safely supervised
- seek safeguarding advice where required
- contact the police if the child or others may be at immediate risk

All concerns and actions will be recorded.

Departure Procedure

When a child is collected, staff will:

- verify the collector where necessary
- complete an appropriate handover
- share relevant information from the day
- record the child's departure time
- record who collected the child
- remove the child from the live register and headcount

Parents and collectors are responsible for supervising the child once the formal handover has taken place.

Children must not be allowed to run ahead through security doors or gates.

Parents and collectors must ensure all gates and doors close securely behind them and must not allow unknown individuals to enter the nursery.

Late Collection

Parents must collect children by the end of their contracted session.

Where a parent expects to be late, they must contact the nursery immediately.

Late collection procedures and charges will be applied in accordance with the Late Collection and Non-Collection Policy and Parent Agreement.

Where a child remains uncollected and parents cannot be reached, the nursery will:

- contact all authorised collectors and emergency contacts
- keep the child safely supervised

- inform management and the DSL
- contact Children's Social Care or the police where necessary

Staff must not take an uncollected child home or transport them in a personal vehicle.

Confidentiality and Data Protection

Photographs and personal details supplied for collection purposes will be:

- used only to verify authorised collectors
- stored securely
- accessed only by staff who require the information
- handled in accordance with the nursery's Data Protection and Confidentiality Policy

Parents must inform the nursery when an individual should be removed from the authorised collector list.

Staff Responsibilities

Staff must:

- maintain accurate attendance records
- complete safe handovers
- follow collection verification procedures
- challenge unfamiliar adults appropriately
- report unexplained absences
- keep collection passwords confidential
- inform management of concerns
- never release a child when uncertain about authorisation

The safety of the child must take priority over convenience or pressure from a collector.

Parent and Carer Responsibilities

Parents and carers must:

- arrive within their contracted times
- notify the nursery of lateness or absence
- provide accurate reasons for absence

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- provide three emergency contacts wherever r
- maintain up-to-date collector details and photographs
- provide written consent for one-off collectors
- share collection passwords securely
- inform the nursery of legal or safeguarding restrictions
- ensure gates and security doors close behind them
- collect children promptly

Failure to follow collection procedures may result in the nursery being unable to release the child until appropriate verification has been completed.

Related Policies

This policy should be read alongside:

- Attendance Monitoring and Unexplained Absence Policy
- Late Collection and Non-Collection Policy
- Safeguarding and Child Protection Policy
- Security Procedures Policy
- Supervision of Visitors Policy
- Lost or Missing Child Policy
- Data Protection and Confidentiality Policy
- Admissions Policy
- Parent Agreement and Terms and Conditions

