



Arrivals and Departures Policy and Procedure

Reviewed: November 2025
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Little Explorers Arrivals and Departures

It is imperative that all children are welcomed at the door by the staff in the room. Parents are not to come into the building but to encourage the children to come in independently with the support of the nursery staff.

To help ease this process there are some simple things to do. Children could be carrying their own bag, water bottle and coat. Parents could hand over items brought back to school quickly to the member of staff escorting the children into the building.

Little Explorers Arrivals and Departure Policy and Procedure

1. Arrivals

It is the policy of the Nursery to give a warm welcome to all children on their arrival to Nursery. Children access the premises by a lockable door which again is supervised by a member of staff. Only permanent members of staff that have completed all relevant checks are permitted to enter the Nursery independently using the security code on the main entrance door into the Foundation Stage. Unauthorised persons are not permitted to open the door to anyone at any time. Anyone found doing this would be in breach of this policy. To be in breach may lead to the withdrawal of your contract held with the Nursery. At 12:30pm parents access the Nursery from Bradshaw Way entrance and the gate is supervised by staff when opened.

- All children are to be brought to the entrance area in the Early Years outdoor area by (parent or guardian).
- The person dropping off must make the room staff aware of their arrival.
- Both the person dropping off and the staff member will then spend time exchanging information. This information will be used to assess the child's day.

Some of the information exchanged will be as follows:

- An overview of the child since their last attendance
- What they have eaten before attending Nursery
- Are they in good health? If not what are the problems?
- Who will collect them at the end of the session?
- Have they had medication in the past 12 hours? If yes what?
- The arrival and departure time of each child will be recorded on the registers which are signed and timed by the person dropping off. Any child arriving from Discovery Den will be signed in by a member of Discovery Den staff.
- Any specific information provided by the parents should be recorded and passed onto the relevant member of staff/ key worker.

- If a parent/carer requests that their child be given medicine during the day the staff member must ensure that the medicine consent form is completed and signed in the main office and handed over to office staff (staff should follow administration of medicine policy).
- If a child has an existing injury, bruises, bump etc... Parents/ carers have a responsibility of informing staff of this when dropping the child off and should complete the previous injuries form.

Children arriving or departing at the beginning of the afternoon session will enter via the green gate which will be unlocked and supervised by a member of Nursery staff.

2. Departures

Collecting children from Nursery is in principal the same as for arriving set out in section 1 as is the procedure for entering the Nursery. After granting access to a parent or visitor, members of staff are then responsible for ensuring the conduct of such persons and that appropriate access to children is allowed and supervised. Parents must arrive in good time to ensure collection before the session end or closure time. If required, parents will be given feedback about their child's time spent within nursery. Any child attending Discovery Den will be signed out by a member of Discovery Den staff. Arrivals and collection require that parents provide names for persons other than themselves to collect their child, at least two named persons are required and full contact details are required in cases of emergency.

3. Departures Additional Information

Little Explorer's operates strict arrivals and collection procedures. In the event of children being collected by those other than them named and recorded the following applies:

- The parent must inform the Nursery without delay that they will not be able to collect their child by telephoning the school office.
- A unique password set between Parent, Collector and Nursery must be used and received before handing over a child into their care.

The parent must ensure that a *suitable person will collect their child in their absence. * Suitable person must be over 16yrs old and be capable of caring for the child in the absence of the child's parent.

If the Nursery is unable to identify the person with the details provided by the parent, unfortunately the Nursery will still not be able to release the child from its care.

4. Uncollected children

If it is impossible to contact anyone regarding the safe collection of the child, the emergency services and the Children's Social care team will be contacted. A member of school Senior Management will be in charge will remain with the child until such time as they are settled into the care of the local authority.

All staff should be aware that some children are not allowed to come into contact with members of their own family (a court order for example or if the parent doesn't have Parental Responsibility). In such circumstances a record is kept of each child and the names of those family members with whom that child is forbidden contact. If one of these family members should call at the nursery they must not be granted access and a member of Senior Management must be notified immediately. The child's primary carer must be informed of the incident immediately thereafter.

Parents/ carers or authorised people may be asked to wait outside the nursery door if a member of staff hasn't met one of them before or doesn't recognise them.

5. Staff

All staff will enter the building in the same way as the children; members of staff that have been through DBS clearance and induction process will have the code to the door leading into the Nursery.

All visitors must report to the main office where they will be asked to sign in and be given a visitors badge.

Staff will sign in and out using the clock in and out system in the main entrance.

Staff who are new or volunteering will not open the door for parents to collect their child until, they are sure they know who they are here to collect.