Arrivals and departures procedures

Arrivals and departures are key times in the day when children need support from their carer to make the transition smooth and happy; these times of day also pose a certain level of risk as parents and carers come and go. All staff are aware of the potential risks and take measures to minimise them.

Arrivals

When a child arrives at the nursery they are signed in by a member of staff.
Staff greet the parents and take time to hear information the parents need to share. They inform the parents of aspects of the day, such as if there is an agency member of staff or flexible worker in, which members of staff will be around later when parents collect their child, any planned outings, or special planned event. Any consent forms are signed.

If a child who is expected fails to arrive, staff attempt to contact the child's parents to find out why the child is absent following the Attendance Policy.
Staff receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.

Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'after tea', rather than just 'later'.
If the member of staff receiving the child is not the key person, the member of staff will hand over the information shared by the parents to the key person when they arrive.

Injuries noted on arrival

If a member of staff observes or is informed by a parent/carer of a mark or injury to a child that happened at home or elsewhere, the member of staff makes a record of the information given to them by the parent/carer on the child's Famly profile.
The member of staff advises the designated person as soon as possible if there are safeguarding concerns about the circumstance of the injury.
If there are concerns about the circumstances or explanation given, by the parent/carer and/or child, the staff are to complete a cause for concern form (green

form) which is to be given to the designated person. The DSL decides the course of action to be taken after reviewing the pre-existing injuries form and green form.

Departures

The safeguarding and protection of all children is paramount at Clopton Nursery, we therefore ensure that all children are collected and taken from the setting by an appropriate adult.

Admission Information

Parents are asked to provide the following specific information when their child starts attending our setting, which is recorded on our Registration Form and the child's Famly profile:

Parents' Home address and telephone/ mobile number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.

Parents' Place of work, address and telephone number (if applicable).

Who has parental responsibility for the child.

Names and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a family friend or relative.

Information about any person who does not have legal access to the child.

Authorised collectors

Each child must have at least two authorised collectors, details of which will be outlined on the child's registration form and on the child's Famly account. Parents are requested to preferably first introduce authorised collectors to staff or give a detailed description/photograph along with a password for the collector to identify themselves.

A child will not be handed over to a different person unless the parent has given permission for this to happen (or, in an emergency, if the parent rings the nursery and speaks to the manager or person in charge).

If, for any reason, permission has not been obtained and a family member or friend comes to collect a child, contact must be made with the parent/guardian before the child is allowed to leave.

Notifying the setting

On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us of how they can be contacted.
On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they provide us with the name of the person who will be collecting their child. We agree with parents how to verify the identity of the person who is to collect their child, (photo/verbal description of the person and a password). Parents are informed that if they are not able to collect the child as planned or will be late, they must inform us. Our contact telephone number is 01789269360.

At collection time

Children will sit in the room. A member of staff will be on the door. When the staff member on the door sees a parents/adult they call for the child. The member of staff on the door will sign the child sign on the Ipad.
If a parent/adult wishes to speak to a member of staff/search for lost items etc they must wait until it is safe to do so (eg staff member is free as most of the children have been collected.)

Impaired capacity of parent/carer

Incapacitated refers to a condition which renders a parent/carer unable to take responsibility for their child; this could be at the time of collecting their child from the setting or on arrival. Concerns may include:

- appearing drunk
- appearing under the influence of drugs
- demonstrating angry and threatening behaviour to the child, members of staff or others
- appearing erratic or manic

Informing

- If a member of staff at Clopton Nursery is concerned that a parent displays any of the above characteristics, they inform the designated safeguarding lead as soon as possible.
- The designated safeguarding lead assesses the risk and decides if further intervention is required.

- If intervention is required, the designated safeguarding lead speaks to the parent in an appropriate, confidential manner.
- The designated safeguarding lead will, in agreement with the parent, use emergency contacts listed for the child to ask an alternative adult to collect the child.
- The emergency contact is informed of the situation by the designated safeguarding lead and of the setting's requirement to inform social care of their contact details.
- The trustees are informed of the situation as soon as possible and provide advice and assistance as appropriate.
- If there is no one suitable to collect the child social care are informed.
- If violence is threatened towards anybody, the police are called immediately.
- If the parent takes the child from Clopton Nursery while incapacitated the police are called immediately and a referral is made to social care.

Recording

- The incident is recorded on Cpoms
- If social care is contacted a MARF is completed.
- Further updates/notes/conversations/ telephone calls are recorded.
- Staff are offered appropriate support and advice regarding their wellbeing.

Relationship breakdown of parents / guardians

We have a clearly defined procedure, which is followed in the event of the relationship between a child's parents or guardians breaking down:

- Unless there is a court order, of which we must have a copy, preventing one parent's contact to the child we are unable to legally deny access.
- Should a 'parent of concern' or an estranged parent ask to access their child, we will contact the first parent to come to the setting as soon as possible, explaining this procedure and asking the second parent to wait.
- If there is concern about violent or aggressive behaviour from either parent we will seek advice from the police and follow their recommendations.

Uncollected Child / Failure to Collect a Child Procedure

If a child is not collected by the agreed closing time or the end of their session, and there has been no contact from the parent/carer, the following procedure will be followed. This procedure will also apply where there are concerns about the child's welfare or the welfare of the parent/carer.

Procedure

- The designated safeguarding lead (DSL), Nursery Manager or Deputy Manager must be informed as soon as possible that a child has not been collected.
- Staff will repeatedly attempt to contact the child's parent/carer using all available contact numbers and will leave messages where necessary.
- If the parent/carer cannot be contacted, the DSL, Nursery Manager or Deputy Manager will contact the child's emergency contacts or other known carers to inform them of the situation and, where appropriate, arrange for the child to be collected.
- The child will remain at the setting in the care of two fully vetted members of staff, one of whom should be the Nursery Manager, Deputy Manager or another designated senior member of staff, until they are safely collected by an authorised person or by Social Care.
- Staff will reassure the child and ensure that they remain calm and secure. Staff will not discuss concerns about the non-collection in front of the child.
- The identity of anyone collecting the child must be checked. Under no circumstances will a child be released to a person who is not known to, or authorised by, the setting.

If the Parent/Carer Cannot Be Contacted

If the child has remained uncollected for one hour and the Nursery Manager/DSL has been unable to contact the parent/carer or any emergency contact, it will be assumed that an emergency may have occurred.

The DSL/Nursery Manager will:

- Contact the local Children's Social Care team and report the non-collection.
- Provide Social Care with the relevant information about the child, parent/carer, emergency contacts and the actions already taken.
- Arrange for the child to be collected by Social Care where this is advised or required.
- If Children's Social Care is unavailable, or where advised by the local authority, contact the local police for assistance.

- Where there are immediate or serious concerns about the child's welfare, the welfare of the parent/carer, or the circumstances surrounding the non-collection, Social Care and/or the police should be contacted without waiting for the one-hour period.

Local Contact Numbers

Children's Social Care:

01926 413629

01926 413628

Out-of-hours duty officer, where applicable:

01926 886922

If these numbers change, staff should use the current contact details provided by the relevant local authority.

What Staff Must Not Do

Staff must not:

- Leave the setting to look for the parent/carer.
- Leave the setting premises with the child.
- Take the child home or to another location.
- Offer to care for the child in their own home.
- Release the child to a person who is not known to, or authorised by, the setting.
- Discuss concerns or make negative comments about the parent/carer in the child's presence.

The child's safety and emotional wellbeing must remain the priority at all times.

Recording and Reporting

A full record of the incident must be made on the child's personal file. This should include:

- The time the child was due to be collected.
- Attempts made to contact the parent/carer and emergency contacts.
- Details of any messages left.
- The names of staff caring for the child.
- Any conversations with parents/carers or emergency contacts.
- The time and reason for contacting Social Care and/or the police.
- Any advice or instructions received.
- Details of who eventually collected the child and the time of collection.

Where appropriate, parents/carers should be asked to sign and date records relating to conversations or agreed actions.

A Cpoms must also be completed where there are safeguarding or welfare concerns about the child, or where Children's Social Care has been involved because of a failure to collect the child.

Recurring Late Collection

If there are repeated incidents of late collection, the Nursery Manager/DSL will arrange a meeting with the parent/carer to discuss the reasons for the late collections and agree a plan to improve time-keeping.

The setting will consider whether the family requires any additional support and, where appropriate, signpost or refer the family to relevant services.

The welfare and safeguarding of the child will remain the setting's primary consideration throughout.

This policy was adopted by	Clopton Nursery Trust	*(name of provider)*
On	27/08/2026	*(date)*
Date to be reviewed	27/08/2027	*(date)*

CLOPTON NURSERY