

Children arriving at nursery policy

When dropping off your child, all information regarding the child's care needs and any incidents which may affect the child's behaviour or mood should be communicated to us. A daily record sheet will be used on a daily basis for parents to record any information that is not communicated verbally and should time be limited for children under 3 years of age. For children over 3, a dietary sheet, which will be verbally communicated to parents will record what they have eaten at meal times and a note will be included on the sheet to ask a parent to speak to their key person if there is any further urgent information which needs to be passed on. Parents are always able to engage with a staff member though to verbally enquire about their child's day. To ensure clear communication and a record of who drops the child off and collects the child, parents are asked to sign their children in and out of the nursery.

We understand that in the first few weeks it is quite common for some children to find it difficult to be separated from their parents and will of course cry when being dropped off, this can make it very upsetting for parents also, but we would ask that you make your drop off as brief as possible, as the longer you prolong the departure, the harder it can get. Children will have usually stopped crying within a few minutes of you leaving, if this is not the case and your child did continue to be distressed we will of course inform you in a manner of which the parent requests. It is our duty to ensure that we always communicate honestly with parents, so if your child does not settle, we will inform you of their condition and of the actions that we have taken and plan on taken.

There is always the facility to use email and telephone to communicate any forgotten information during the day or to check on how your child is and what they are doing. However please be aware however that we maybe in the middle of childcare duties which won't allow your child's key person to speak on the phone for prolonged periods of time , if this is the case we would call you back to reassure you of your child's welfare when they are with you.

At busy period of the day and for children aged 2-5 years of age, we will ask you to leave your child in the porch with a member of staff. This is to ensure that the security, safety and well-being of the children is not disrupted by too many people being in the building.

Collection of Children

Collection of your child needs to be as short as possible also. A child will see this as a time to test the two authority figures (parent & their key person) Children will test to see if the nursery rules still apply while the parent is present. During arrival and

departure we would expect parents to back up and respect our nursery rules in front of the children.

Should pick up/drop off times become very busy with too many parents arriving at the same time, we will bring your child to you in the porch one at a time to ensure that security, safety and well-being of the children is not disrupted by too many people being in the building.

We aim to provide a comfortable and relaxed environment for all children. Therefore collection times between 12.00pm-1.00 pm and 4.30pm-5.00pm (lunch and tea times) must be prompt and on time as this very busy time for the children. The staff within the nursery will be ensuring that the children can sit down to eat either their lunch or tea, without too much of a distraction to avoid creating a health and safety issue with the supervision of the children.

We aim to ensure that all families have a good handover to communicate the care elements of the child's day. For those children collected towards the end of the day, we ask all parents to ensure they arrive at the nursery at 6.15pm at the latest to enable this to happen. Any families arriving after 6.15pm will be given a brief overview as to ensure that all families are off the premises by 6.30pm, when the nursery closes in line with the nursery's Ofsted registration and insurance commitments.

A child may only be collected by people who have been named by the person who has parental responsibility for the child.

A child may only be collected by a known person who is over the age of 16 years.

On registering for childcare there will be a form which must be completed to ensure that parental responsibility is stated and there will be a section on the child information form which will state all persons authorised to collect your child.

If a person arrives to collect your child that is not on the list and/or we do not recognise them, or we have not been informed that someone else is collecting them then they will not be allowed to leave the premises without us first seeking the parents' permission via the nursery's contact details and telephone. If the parent's permission cannot be received then the child will not be allowed to leave and if necessary social services will be contacted after a period of time in line with our uncollected children policy. This is for the protection of the child.

In the event of an emergency, your address/child's date of birth as well as a registered password will be requested from the person picking up the child. The

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person collecting the child will need to know all of these details in order for them to collect your child.