



Arrivals and Departures Collection Procedure

Date: August 2024

Review: August 2025

Policy Intention

At Finch Nest Preschool we welcome children in a warm and friendly way developing close relationships with families to support every child's arrival to the preschool on a daily basis.

Child Arrival

- A member of staff (not always the child's key person) should be available to welcome and acknowledge children/parents on arrival.
- The child and their time of arrival should be recorded on the register
- Everyone should be greeted in a positive, friendly manner, making eye contact with children and adults. Parents and children should feel welcomed, staff should show interest in the parents and child, enquire how the child was during the evening or over the weekend. Adults and children should not be rushed, taking time to discuss the child's well-being.
- Time must be available to enable this positive exchange of information about the child. Ensure they all feel happy and relaxed and they are both ready to be separated - saying goodbye to the parent when you feel they are content and ready to leave.
- Should a child bring a special possession to the preschool, they will be positively encouraged to leave this with their parent/carer before they leave. If however these items support children settling in or making transition, the child but will be encouraged to store them safely in their bag or on top of the cupboard in the classroom.
- All staff are responsible for the safety of our children.

Child Collection

- Staff must acknowledge every adult as they collect and take a child from the preschool, recording the time of departure on the register
- All children must be collected and taken from the preschool by a recognised/authorised adult. Ensuring the safeguarding and protection of all children is paramount at Finch Nest Preschool and therefore if an adult collects who is not the child's normal appropriate adult, then we ask that we are notified of their identification and a description of them when the child is dropped off. We also ask that they give us the correct password set by the parents/carers.
- No sibling under the age of 16 may collect a child from the preschool
- Staff must ensure no child leaves the setting unaccompanied

Late Collection

If a child is not collected by the end of session am/pm:

- Initially we will make every attempt possible to contact the parents
- If we cannot contact the parents, we will then attempt to contact all listed contacts on the child information sheet
- We have an agreed time of waiting of 1 hour after closure or end of session, prior to contacting the local authority children's social services care team on Local Advice Safeguarding Sevenoaks (03000 423 149) or The Front Door (03000 41 11 11) or out of hours (03000 41 91 91)

- The child stays at the setting in the care of two fully vetted workers until the child is safely collected either by the parents or by the social care worker
- Under no circumstances do staff go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file
- Depending on the circumstances, we reserve the right to charge parents for the additional hours worked by our staff at £1 per minute after the first five minutes.