Arrivals and Departures

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| EYFS:3.7, 3.62 |

At **Sutton Bonington Playgroup** we give a warm welcome to every child and family on their arrival.

**Arrivals**

Parents are requested to enter the setting and help their child hang their bag and coat, and to complete self- registration. The staff member on the door immediately records the children’s arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including any issues or requests from home including if a designated person will be collecting the child.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed.

**Collection by someone other than the parent/designated carer**

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person.

* If the designated person is not known to playgroup staff, the parent must provide a detailed description of this person.
* This designated person must know the individual child’s safety password in order for the playgroup to release the child into their care. This is the responsibility of the parent.

Parents are informed about these arrangements and reminded about them regularly.

A member of staff will be on duty at the door at collection time. This provides an opportunity to discuss the child’s day with the parent, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

Playgroup will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the setting about the arrangements as soon as possible. If in any doubt the playgroup will check the person’s identity by ringing the child’s parent or their emergency contact number.

**Departures**

On departure, the staff member releasing the child must mark the child register immediately marked to show that the child has left the premises.

Parents are asked to wait outside the main door for their child to be handed over to them.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the setting requires the daily register to be signed and identification to be checked.

**Late collection and non-collection**

At **Sutton Bonington Playgroup** we expect all parents to arrive in a timely manner at the end of the session. We ask parents to contact the setting if they are expecting to be late and to inform us if a designated adult will be collecting their child. In this case we will follow the procedure outlined above.

If a child has not been collected from the playgroup after a reasonable amount of time **[*20 minutes*]** has been allowed for lateness, we initiate the following procedure:

* Staff members will try to contact the parents on the telephone numbers provided for their mobile, home or work. If this fails, the staff member will try the emergency contacts shown on the child’s records
* The manager/staff member in charge and one other member of staff must stay behind with the child (if outside normal operating hours). During normal operating times, the playgroup will plan to meet required staff ratios. If the parents have still not collected the child, the manager will telephone all contact numbers available every 10 minutes until contact is made. These calls will be logged on a full incident record
* In the event of no contact being made after one hour and a half has lapsed, the person in charge will ring the local authority children’s social services emergency duty team
* The playgroup will inform Ofsted as soon as convenient
* The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child
* The child’s welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process

Parents have been made aware of additional charges that a late pick up will incur; after an initial 10 minutes has lapsed there will be a fee of **£10 for first 10 mins, then £2.50 for each further additional 10 mins**, that will be charged to parents. Parents are expected to sign the ‘Late pick-up form’ confirming the time and amount owed upon collection

**Contact numbers:**

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| **Name** | **Contact No** |
| Social Services Emergency Duty Team | Nottinghamshire: MASH 0300 500 80 90  Leicestershire: First Response Team 0116 305 0005  Derbyshire: Starting Point 01629 533190 |
| Ofsted | [0300 123 1231](https://www.google.com/search?q=call+ofsted&oq=call+ofsted&aqs=chrome..69i57j0l5.1835j0j7&sourceid=chrome&ie=UTF-8) |

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| **This policy was adopted on** | **Signed on behalf of the playgroup** | **Date for review** |
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