

Blue Windmill Nursery

Arrivals, Departures and Collection Policy

Policy statement

Blue Windmill Nursery will ensure that children are handed safely into the nursery's care and leave only with an authorised adult.

Accurate attendance records will be maintained so that staff know which children are on the premises at all times.

Arrivals

Parents and carers must hand their child directly to a member of staff. Children must not be left at an entrance, gate or within a room without a member of staff accepting responsibility for them.

The receiving member of staff will:

- welcome the child and parent or carer;
- record the child's arrival promptly;
- receive any relevant information about the child's health, wellbeing, medication or collection arrangements;
- ensure the child is safely settled and supervised.

Parents must inform staff of any injury, illness, medication or other information that may affect the child's care during the day.

Attendance records

The nursery will maintain an accurate daily record of each child's arrival and departure times.

Records will be updated promptly as children enter and leave the premises. Head counts and room registers will be used alongside the attendance record to ensure that every child is accounted for.

Any error or omission must be corrected as soon as it is identified.

Authorised collection

Children will only be released to:

- a parent or person with parental responsibility;
- an adult already authorised by the parent;

- another adult whose collection has been confirmed by the parent and whose identity can be verified.

Parents are responsible for keeping authorised collection details and emergency contact information up to date.

The nursery will not release a child simply because the child appears to know the person collecting them.

Collection by a new or unfamiliar adult

Where possible, parents must give the nursery advance notice when a new adult will collect their child.

Parents should provide:

- the person's full name;
- their relationship to the child;
- a description or other identifying information where helpful;
- the agreed collection password.

The parent must also ensure that the collecting adult knows the password.

Where the collector is not known to staff, they will be asked for the password and may also be asked to provide photographic identification.

Staff must not disclose or prompt the collection password.

Where staff cannot confirm the adult's identity or authority to collect, the child will remain safely at nursery while the parent or emergency contact is contacted.

In an unexpected emergency, a parent may telephone the nursery to arrange collection by another adult. Staff will take reasonable steps to confirm the caller's identity before accepting the change.

Messages passed solely through a child will not be accepted as authority for collection.

Departure

Before a child leaves, staff will:

- confirm that the collecting adult is authorised;
- provide an appropriate handover about the child's day;
- inform the adult of any accident, incident or significant concern;
- return medication and belongings where applicable;

- record the child's departure promptly.

The nursery's responsibility ends once the child has been formally handed to the authorised adult.

Parents and carers are responsible for supervising their child and any accompanying siblings once handover has taken place, including while they remain on nursery premises.

Concerns about collection

A child will not be released where staff reasonably believe this would place the child at immediate risk.

This may include where the proposed collector:

- is not authorised;
- appears seriously affected by alcohol or drugs;
- behaves violently, threateningly or unpredictably;
- appears medically unable to care for the child safely;
- is subject to a known court order or legal restriction.

The manager or person in charge will attempt to arrange collection by another authorised adult and will follow safeguarding procedures where necessary.

Police will be contacted where there is immediate danger or an attempt to remove a child unlawfully.

Children collected by a young person

The nursery will not ordinarily release a child to anyone under the age of 18.

Any proposed arrangement involving a young collector must be discussed with and approved by the manager in advance. The decision will take account of:

- the age and maturity of the collector;
- the age and needs of the child;
- the journey home;
- any known risks;
- the parent's written authority.

The nursery may decline the arrangement where it considers that the child would not be collected safely.

Late or non-collection

Parents must contact the nursery as soon as possible if they expect to be late.

Where a child has not been collected by the agreed time, staff will follow the nursery's late-collection procedure.

The child will remain safely supervised and reassured until suitable arrangements are made.

Security

Staff will remain alert when doors and gates are opened during arrival and collection periods.

Parents, carers and visitors must not:

- allow an unauthorised person to enter the premises;
- hold secure doors or gates open for others;
- share entry codes or collection passwords;
- allow children to operate secure doors or gates.

Any unauthorised access or attempted unauthorised collection will be reported immediately to the manager.

Staff, students and volunteers

Only authorised staff who understand the nursery's collection arrangements may release children.

Students, volunteers and unfamiliar temporary staff must not make collection decisions independently.

Staff, students and volunteers must accurately record when they enter and leave the premises, including when leaving during breaks.

Responsibilities

The manager is responsible for ensuring that:

- attendance and collection arrangements are understood by staff;
- authorised collection and emergency contact information is maintained;
- safeguarding or legal restrictions are communicated appropriately;
- concerns and incidents are followed up.

Staff are responsible for maintaining accurate records, confirming safe handovers and not releasing a child where identity or authority remains uncertain.

Parents and carers are responsible for providing accurate information, giving advance notice of collection changes where possible and ensuring that authorised collectors know the password.