Child Arrival, Departure and Security Procedures Policy

Beckside Pre-School & Nursery ensures that every child is welcomed warmly on arrival and departs safely at the end of each session. The procedures within this policy set out how we manage routine arrivals and collections, as well as the steps we take if a child is not collected at the agreed time. Our aim is to give parents and carers confidence that robust, consistent systems are in place to protect the children in our care. The welfare and safety of each child remain our highest priority when following these procedures.

Door Security Procedure
The main entrance must only be answered by a member of Beckside Preschool & Nursery staff. The staff member responding must identify the visitor before allowing them into the building. If the visitor is not known to the staff member answering the door, they must remain outside while identification is confirmed.

The following procedures must be followed to establish the visitor's identity if they are unknown.

Collections
For all collections, the staff member must request:

- the visitor's full name
- the name of the child they are collecting
- the agreed collection password

Once this information has been obtained, the staff member must go to the child's room and inform other staff members about the visitor. Another staff member must assist in verifying the visitor's identity. This may include the second staff member speaking directly to the visitor to ensure they are recognised and authorised.

If the visitor cannot be identified, does not have the correct password, or the parent has not informed us that someone else will be collecting their child, staff must telephone the parent immediately to establish who the person is and whether they have permission to collect.

Visitors with appointments
For visitors attending a planned appointment, the staff member answering the door must request:

- the visitor's ID
- the organisation they represent
- the name of the staff member they are meeting

Only once this information is verified should the visitor be allowed into the building.

Non-verified Visitors
Access will never be granted to anyone whose identity cannot be verified.

Arrival, registration and collection procedures

- An accurate record/registration form will be kept of all children who attend the setting.
- No child will be admitted into the setting until the registration form is complete with all necessary information as identified in the EYFS.
- A register will be kept; arrival and departure times of children recorded and supplemented by regular head counts throughout the day. The register is kept on the premises. A copy of the register will be taken on trips and outings.
- A member of staff will immediately record a child's arrival and departure at the setting.
- Familiar staff will greet children and parents.
- Parents may collect children at any time during the session.
- Children will only be released to their parent/carer or the person on the permission form unless the setting has been informed of changes beforehand and a password is confirmed.
- Beckside Preschool & Nursery reserves the right to refuse to release a child from our care if there is any doubt as to the authenticity of the person collecting the child.
- Arrival and departure times will be recorded on the register by staff

Late collection

- We reserve the right to charge parent/carers when they do not collect their child at the agreed time. Please see our Terms and Conditions for further information.

Escorting procedure

- All regular escorts will be known to the childcare provider and must hold a current DBS check
- A full risk assessment will be carried out before children are escorted.
- Adult: child normal ratio requirements will be exceeded where necessary.
- Children will walk in pairs.
- Staff will ensure that children walk on the inside of the path.
- When crossing the road a staff member will be at each end of the group, ensuring they are the first to enter the road and the last to leave the road.
- Beckside Preschool & Nursery will incorporate road safety training for the children and staff into their planning.

Non collection of children

Beckside Preschool & Nursery will ensure that in the event of a child not being collected at the expected time the following procedure will apply:

- Staff members will remain with the child and give reassurance.

- Two staff members will remain on the premises at all times.
- Attempts will be made to contact the parents/carers.
- In the event that the parents/carers cannot be contacted, attempts will be made to contact those persons named as emergency contacts on the child's registration form.
- If no contact has been made within one hour, the Children's Services Customer Service Centre will be informed
- Charges will be incurred for late collection of children.

Lincolnshire Safeguarding Children Partnership Customer Service Centre
Office Hours: Tel. 01522 782111
Out of Hours: Tel. 01522 782333

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