



## **ARRIVAL AND DEPARTURES**

### **Statement of intent**

The wellbeing, safety and security of the children in the Pre-School is our main concern. An accurate record is kept of their absences, arrivals and departures and that they leave the premises with authorised and responsible adults.

### **Aim**

We aim to ensure that children arrive and depart in a safe manner.

### **Practice**

#### **Morning sessions**

- The parent/guardian will wait before the wooden gate (after the blue self-closing gate)
- We ask that children do not climb on or through the blue gate and are not encouraged to open it themselves.
- At 9.15 staff will open the door for children to enter the building.
- Children are encouraged to be carrying their own bag and have their water bottle in their hand. They should also be wearing their coat.
- Parents exit via the garden. They are not to open the garden exit gate, a member of staff must be present.
- The side door will remain open and supervised until 10 minutes after the session has started
- If you are late and arrive after 9.25am please ring the front doorbell where a member of staff will let your child into the building.

#### **Arrival and departure**

- It is the practice of the Pre-School to give a warm welcome to each child on their arrival.
- The staff member receiving the child will ask the parent to relay record any specific information to the member of staff on the back gate to make sure this process is smooth and quick.
- If the parent/guardian requests medication to be given to the child during the day, the staff member must ensure that the Administering Medicines Policy is followed. A member of staff will be available at the back gate for parents to relay this information and fill out the administering medications book.
- At the end of the day the medicine should be collected from the refrigerator or medicine cupboard immediately prior to the parent/guardian and child leaving the premises.
- If a parent or guardian is not able to pick up the child then details of who will be permitted to collect the child must be given as well as an emergency contact number for that person.
- If no parent/guardian or nominated emergency contact can collect the child, the parent/guardian must provide the Pre-School with a clear description and contact details of the responsible adult collecting on that occasion.
- If a parent needs to fill in an pre-existing injury form they must do so before they leave the setting.
- No child will be allowed to leave the Pre-School with anyone under the age of 18.
- When a parent requests that a child goes home with someone other than the adult who usually collects them, Pre-School must be informed. Pre-School will keep a written record of this request and ensure that the child leaves only with the adult who has been authorised by the parent. If an unauthorised person does come to collect a child, a phone call will be made to the parent.
- If the adult is not known to the Pre-School, the parent will issue a password for the nominated adult to state when they collect the child. The pre-school must be notified that someone using the password will be collecting the child that day. This can be relayed to the person on the back gate, by telephone or e-mail.

- On no account will a child be released from the premises to an unauthorised person. Any deviation made by any member of staff will be considered as gross misconduct and dealt with accordingly.
- Staff will feedback relevant information to the parent/guardian about the child's day, return medications and ask them to sign the accident or incident book if required.

#### **Late collection**

- It is the parent/guardian responsibility to inform the Pre-School if they are going to be late to collect their child.
- The delayed parent/guardian must give an estimated time of arrival so that appropriate staffing can be arranged.
- If the late collection of a child means that the staff have left for the day, the manager must arrange for one other adult to remain with them and the child.
- We reserve the right to charge parents for the additional hours worked by staff. If a child has been not collected by the agreed collection time a late collection charge will be levied as follows:
  - £10 after the first 15 minutes and the same thereafter; at the Manager's discretion.

#### **Uncollected child**

In the event that a child is not collected by an authorised adult at the end of a session/day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by the child's keyperson or another staff member. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

#### **Procedures**

Parents/carers of children starting at Rainbow's End Pre-School are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number. If the parents/carers do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder, grandparent or friend.
- Who has parental responsibility for the child.
- Information about any person who does not have legal access to the child.

Parents/carers are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents/carers with our contact telephone number. We inform parents/carers that we apply our child protection procedures in the event that their children are not collected from setting by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.

If a child is not collected at the end of the session/day, we follow the following procedures:

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents/carers to collect their child from the setting, and whose telephone numbers are recorded on the Registration Form, are contacted. All reasonable attempts are made to contact the parents or nominated carers. The child does not leave the premises with anyone other than those named on the Registration Form or in their file.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children. We contact C-SPA.

The child stays at the setting in the care of two permanent members of staff, one being the Manager or Deputy Manager, until the child is safely collected either by the parents or by a social care worker.

Social Care will aim to find the parent/carer or relative if they are unable to do so, the child will become looked after by the local authority.

Under no circumstances do staff go to look for the parent/carer, nor do they take the child home with them.

A full written report of the incident is recorded in the child's file.

Ofsted may be informed: 0300 123 1231

Our local Pre-school Learning Alliance office/Pre-school Development Worker may also be informed. PLA South Division 020 7697 2599

#### **Adults arriving under the influence of alcohol or drugs**

- If an adult arrives to collect a child, whether this is the parent/guardian or authorised adult, and they are deemed to be under the influence of alcohol or drugs, the Manager will assess whether the child's safety and welfare is at risk if they are released into their care.
- The decision not to release the child will be discussed with the adult and where required a further emergency contact will be called to collect the child.
- If no other emergency contact can be reached the manager will contact the C-SPA for advice and guidance.
- If anyone having driven themselves to Pre-School to collect a child is thought to be under the influence of alcohol and/or drugs, the police will be contacted.

#### **Arrival and departures of visitors**

- Visitors must have their identity checked before entering the Pre-School,
- All visitors must complete and sign the Visitors Book,
- Visitors must not be left unattended at any time,
- Visitors will be asked not use their phones on the premises,

#### **Transition into Setting**

This is to provide an overview of the necessary steps taken as part of the application process and transition into setting for a prospective child to start at Rainbow's End. This document is of relevance to staff and parents alike.

Principles behind these guidelines:

1. To ensure consistency for all applications, maintaining a fair and inclusive process for all from enquiry through to start at preschool.
2. A series of opportunities for the new parents and child to learn more about Rainbow's End and its ethos before starting.
3. A thorough opportunity for the setting to learn more about the applying child through the show around, the play session and the home visit, which then allows the preschool to have a better understanding of the child in preparation for starting.
4. A logical step by step progression through the application process ensures all essential documentation is acquired and fee payments are made before starting.
5. To ensure efficiency and consistency in session allocation to parents.

## Procedures

| Stage   | Procedure                          | Details  | Action needed  | Person responsible for taking action  |
|---------|------------------------------------|--|--|---|
| Stage 1 | Enquiry                            | Prospective parent(s) make enquiries to preschool by email or phone  | -Enquiry summary form to be completed. Initial parental email to be attached.<br><br>-Invitation to Show Around at preschool. Preschool to set date. | Administrator / Manager / Operations<br><br>Administrator / Manager/ Operations     |
| Stage 2 | 'Show Around' to setting           | Prospective parent(s) and child to attend 30minute visit   | Registration form, including fee structure info, given.  | Manager / Operations  |
| Stage 3 | Receipt of registration form & fee | To secure a place a completed registration form with registration fee must be received.                        | Play Session date offered, ideally with a snack element.   | Date set by Manager.  |
| Stage 4 | Offer of Sessions letter           | Offer of Session letter sent to parent(s)  | Any sessions offered to consider morning only sessions / steady transition into setting starting with 2/3 mornings pw.                               | Sessions stipulated by Manager / Operations<br><br>Letter produced by Administrator |
| Stage 5 | Acceptance of sessions             | Parent(s) to accept offer of sessions  | Check all paperwork & registration fee received<br><br>Date for home visit set for first week of term.   | Administrator<br><br>Administrator / Manager / Operations.                          |
| Stage 6 | Home Visit                         | Key worker and another staff member to attend home visit.  | Complete home visit documentation / confirm start date / outline starting procedure.<br><br>Check fees paid  | Key Worker<br><br>Administrator / Manager / Operations                              |
| Stage 7 | Play /Seting in Session            | A play session of up to an hour in length with all prospective parents and children, ideally on a shorter day. | Parent to complete necessary documentation at session.   | Completion of forms with Administrator / Manager / Operations.                      |
| Stage 8 | Start sessions                     | Child to start sessions gradually over initial first weeks and progress noted.                                 | Progress communicated to parents.  | Key worker / Manager.   |

### Policy Review

As part of Rainbow's End Pre-School's monitoring of children's arrivals and departures, this policy will be subject to periodic review.

Policy adopted by: Rainbow's End Pre-School

Date:01.01.2024

Policy Review Date:31.12.2024