

### **Arrivals and Departures**

At Cygnets we will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

#### **Admissions**

It is the responsibility of the Cygnets Leader to ensure that an accurate record is kept of all children in the pre-school, and that any arrival or departure to and from the premises is recorded in the register. The register will be kept in an accessible location on the premises at all times (for exemptions to this rule, see the Visits and Outings policy). This process will be supplemented by regular head counts during the day.

The EYFS states that records of daily registers need to be kept for at least three years from the last entry as a minimum (providers may be requested to show these documents during the next Ofsted inspection).

#### **Arrivals**

On arrival, parents are to sign their child/ children in with the relevant time.

A member of staff will then immediately ensure that the child's attendance is recorded on the daily register (on the Family App) including the time of registration.

If the parent/carer wants their child to be given prescribed medicine during the day by a member of staff, they must complete an Administering Medication Form.

#### **Departures**

If the child is to be collected by someone other than the parent/carer, this must be indicated to a member of staff and recorded at the start of the session. Only adults aged 16 years and over and with suitable identification, will be authorised to collect children.

No child will be allowed to leave the pre-school unaccompanied.

No adult other than those named and authorised on the Admissions Form will be allowed to leave the pre-school with a child. In the event that someone else should arrive without prior knowledge, a member of staff will telephone the parent/carer immediately.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival or via a telephone during the session if not known earlier. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

1

Upon departure, the register will be marked to show that the child has left the premises. The time of departure will also be recorded.

Parents are also requested to sign their child/ children out of the pre-school, listing the relevant time.

### **Absences**

If a child is going to be absent from a session, parents must inform a member of staff in advance/ or within 30 minutes of the session start time.

If a child is absent and there has been no contact from parents, staff will contact the parents/carers to try to ascertain the reasons behind this. Non-attendance records are kept by the Pre-School.

Regular absences from the pre-school could be an early sign and/or symptom that a child or family may be encountering some difficulties and might need support from the relevant statutory agencies. The Cygnets staff will always try to discover the causes of prolonged and unexplained absences.

### **Uncollected Children**

Our Pre-school has the highest regard for the safety of the children in our care, from the moment they arrive to the moment that they leave.

At the end of every session, the Pre-School will ensure that all children are collected by a parent, carer or designated adult, in accordance with the Arrivals and Departures policy. If for some reason a child is not collected at the end of a session, the following procedures will be activated.

- If a parent, carer or designated adult is more than 15 minutes late in collecting their child, the Leader will be informed.
- The Leader or deputy leader will call the parent, carer or designated adult, and use any other emergency contact details available in order to try to ascertain the cause for the delay, and how long it is likely to last. Messages will always be left on any answer phone requesting a prompt reply.
- While waiting to be collected, the child will be supervised by at least two members of staff who will offer them as much support and reassurance as is necessary.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, and a further period of 30 minutes has elapsed the leader will call the local social services department for advice.


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1

**February 2023**

- In the event of the social services being called and responsibility for the child being passed to a child protection agency, the manager will attempt to leave a further telephone message with the parent/carer or designated adults' answerphone. Furthermore, a note will be left on the door of the Pre-School's premises informing the parent, carer or designated adult of what has happened. The note will reassure them of their child's safety and instruct them to contact the local social services department.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Pre-School's premises unless absolutely necessary, in the course of waiting for them to be collected at the end of a session.
- The child will remain in the care of the Pre-School until they are collected by the parent, carer or designated adult, or alternatively placed in the care of social services.
- Incidents of late collection will be recorded by the Leader and discussed with parents/carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in the imposition of a charge or the loss of their child's place at the Pre-School.

February 2023

Signed:  ..... Chairperson