



Heron Park Nursery

Arrivals and Departures Policy

Our Nursery 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 Manager to ensure that an accurate record is kept of all children in the Nursery, and that any arrival or departure to and from the premises is recorded in the written and online 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.

Records of daily registers should be kept by the Nursery for at least one year.

Arrivals

Your child will not be admitted into the Nursery until the start of their pre-booked session. The main reason for this rule is that we must ensure appropriate staff: child ratios at all times within the Nursery. On arrival, a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

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. If the nominated adult is not known to staff, then parents/carers will be asked to provide a recent photograph or password known only to the nominated person and staff.

The person nominated to collect must be over 18 yrs, except in special circumstances please see the manager.

In the event that someone else should arrive without prior knowledge, the Nursery 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. If the designated adult is late in picking up their child without prior warning, the provisions of the Uncollected Children policy will be activated.

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

Late Collections

We expect all parents and carers to arrive at the Nursery on time to collect their child. We appreciate that unexpected delays are sometimes inevitable but we need to know about them. Please contact the Nursery at the earliest opportunity.

If you are persistent in collecting your child late from the nursery without good cause or reason we will charge you a penalty of £5 for every 15 minutes late this will be necessary as staff will also be delayed in leaving the Nursery to go home.

Absences

If a child is going to be absent from a session, parents must indicate this to the Nursery in advance.

If a child is absent without explanation, staff will contact the parents/carers to try to ascertain the reasons behind this.

Regular absences from the Nursery 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 Nursery and its staff will always try to discover the causes of prolonged and unexplained absences.

(September 2024)