



Willowview Early Learning Centre

Arrivals and Departures Policy

Legislative framework

Realising the ambition; <https://education.gov.scot/.../learning-resources/realising-the-ambition>

Education Scotland: <https://education.gov.scot/education-scotland/scottish-education...>

HGIOELC: 2.1 2.6 2.7 <https://education.gov.scot/.../how-good-is-our-early-learning-and-childcare>

Care Inspectorate: Health and Social Care Standards: 2.23 4.14

Rationale

To ensure the Health, safety and welfare of every child and family at Willowview Early Learning centre as they arrive and depart the setting. Parents/carers are responsible for the care and wellbeing of their children whilst they are in the building, until they have registered their child within their play area.

Content and Context

All Parents/carers prior to children starting nursery will have set a password that will be used on collection.

Arrivals

- At Willowview Early Learning Centre, it is our aim to give a warm welcome to each child/family upon arrival at the nursery.
- A staff member will monitor the entrance door to welcome all children and families and record each child's arrival and who has dropped off the child in the daily attendance register.
- Parents /carers will inform us if anyone other than themselves is collecting their child. This will be recorded on a separate format with name of person collecting their child and child's password.



- Staff in the playroom will welcome each child into the playroom each morning.
- Staff will greet parents/carers and any information from parents/carers regarding a child's wellbeing which parents/carers feel is important to share with nursery staff. It will be shared with management and child's keyworker in a confidential manner.
- Staff will ensure that where a child requires medication during the day the parent/carer has completed a medication consent form in line with the Administration of Medication Policy.

Departures

- On departure each child will immediately be signed out on the register by a member of nursery staff on the main door who will ask for the child's password if required.
- UNDER NO CIRCUMSTANCES WILL A CHILD BE RELEASED TO A DIFFERENT PERSON THAN THE DROP-OFF PERSON WITHOUT A PASSWORD
- On no account will staff hand over a child to anyone other than the known parent/carer or emergency contact, unless a prior agreement has been made with staff at the time of arrival of the child with a member of management that an alternative adult will be collecting them and set password will be given from the parent to the person collecting the child. In the event of an incorrect password being given the child will not be given over to that person and a phone call to the parent will be made.

Where a parent/carer has informed and agreed with nursery staff that an alternative named adult will be collecting the child, nursery staff will ask parents/carers to ensure that the following is in place:

- Only person/s over 16 years will be allowed to collect a child unless that person is the child's parent.
- Parents/carers have provided staff with a description of the person who will be collecting the child, their name and relationship to the child. Staff will record this information and share with relevant staff.
- Where possible parents/carers will bring the alternative person into the nursery prior to them collecting a child to introduce them to staff; this will help with identification later.



The nursery recognises that in extreme circumstances there may be an occasion when a parent/carer does not arrive on time to collect a child and has been unable to notify the nursery staff that an alternative adult will be collecting their child.

Under those circumstances nursery staff will undertake the following steps:

- In the first instance, nursery staff will attempt to contact the parent/carers.
- If the nursery staff are unable to contact the parent/carer they will firstly inform Head of Centre or Lead Practitioner, who will then make contact with those named on the registration form as an emergency contact and make arrangements for the child to be collected.
- In the event where the Head of Centre or Lead Practitioner are unable to contact anyone named as an emergency contact on the registration form they will follow the procedure below.

Children who have not been collected at the end of their session

- At Willowview Early Learning Centre we ask for parent's cooperation around this matter and ask that where parents/carers believe they are going to be late collecting a child by the end of the session they should contact the centre and inform staff.
- Parents/carers should also state how long they will approximately be as this could affect the service.
- Staff will ensure that the child is kept informed, reassured, supported and comforted if they become distressed.
- In the event of children remaining uncollected beyond the end of the Centre's operational hours, and staff being unable to contact the parent/carer or emergency contact persons named on child's registration form, we will wait at the centre for a period of 45 minutes and continue to try and make contact with relevant named persons.
- If no contact can be made with a parent/carer or emergency named person/s for a child within this time, Head of Centre or Lead practitioner will contact Duty Social Work team and ask for assistance.
- At Willowview Early Learning Centre we have a duty of care and responsibility to safeguard all children in our care and to follow Argyll and Bute Child Protection procedures.

