

Arrivals and Departures

At the Nest, we give a warm welcome and goodbye to every child and family on their arrival and departure, as well as ensuring the safety of children, parent/carers, visitors, employees, volunteers and students.

Parents are requested to pass the care of their child to a member of staff in the child's room who will ensure his/her safety (this is usually a child's key person). The staff member receiving the child will ensure the child's arrival is documented in the daily attendance register on the tablet. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home. The parent may also do this electronically using the app.

If the parent requests the child is given medicine during the day, the staff member must ensure that the medication policy is followed.

To ensure the highest standards of safeguarding, responsibility for arrivals and departures, including releasing children to parents or authorised adults, will only be undertaken by senior staff, room leaders, deputies, managers, or staff who have successfully completed their probation period (or full 5-week induction) and have been assessed as competent in arrivals and departures procedures.

Staff who are in their probation period, agency staff, students or volunteers must not independently release children and may only support arrivals and departures under the direct supervision of a senior member of staff or management.

If the child is to be collected by someone who is not the parent at the end of the session, there is an agreed procedure that must be followed to identify the designated person. Photo identification and a password are also required, where possible, for the designated adult. Parents are informed about these arrangements and reminded about them regularly. Other than the parent/s or legal guardian of the child, we do not allow anyone under the age of 18 to collect. If anyone under the age of 18 arrives to collect a child, the parent/carer will be contacted.

Staff must positively identify the collecting adult before releasing a child. This includes taking time to ensure the adult is known and authorised and must not be based on assumption, familiarity or routine.

The child's key person or other nominated staff member must plan the departure of the child. This should include opportunities to discuss the child's day with the parent in addition to what may already be shared via electronic systems, e.g. meals, sleep time, activities, interests, progress and friendships. The parent should be told about any accidents or incidents and the appropriate records must be acknowledged by the parents on Family. Where applicable, all medicines should be recovered from the medicine box/fridge after the parent has arrived and handed to him/her personally. The medication policy is to be followed regarding parental signature.

The nursery will not release a child to anyone other than the known parent unless an agreement has been made at the time of arrival. In the case of any emergency such as a parent being delayed and arranging for a designated adult to collect a child, the parent should inform the designated person of the agreed procedure and contact the nursery about the arrangements as soon as possible.

If a member of staff is unsure or uncertain for any reason about the identity or authorisation of the collecting adult, the child must not be released. The staff member must immediately seek support from a senior member of staff or management. Staff are fully supported to politely delay handover where safeguarding checks are required.

If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number (please refer to the late collection policy).

On departure, the staff member releasing the child must mark the child register immediately to show that the child has left the premises.

In the unlikely event that someone gains unauthorised access to the premises and if it feels safe to do so, a member of staff will ask the person what the purpose of their visit is. If needed, our lockdown procedure will be initiated by staff and the police will be called (refer to lockdown procedure). In any cases where someone has gained unauthorised access to the premises, we will revisit our arrivals and departures procedures and risk assessment.

Adults arriving under the influence of alcohol or drugs

Please refer to the alcohol and substance misuse policy.

Arrivals and departures of visitors

For arrivals and departures of visitors the nursery requires appropriate records to be completed on entry and exit e.g. in the visitors' book. Please refer to the supervision of visitors' policy for further information.

Staff, Students and Volunteers

Staff, students and volunteers are responsible for ensuring they sign themselves and their mobile devices in and out of the building, including on breaks and lunchtimes.

This policy was adopted on	Signed on behalf of the nursery	Date for review
20/01/2026		19/01/2027