



Arrivals and Departures Policy

At Little Explorers Day Nursery and Preschool, we are committed to ensuring the safety and wellbeing of every child, parent, visitor, staff member, student and volunteer.

We provide a warm, welcoming environment at arrival and a positive, informative handover at departure, while maintaining robust procedures to safeguard all children in our care.

Maintaining accurate records of children's attendance is a legal requirement under the EYFS and is essential for safeguarding and emergency situations.

Arrivals

- Parents/carers must hand over their child directly to a designated member of staff, usually the child's key person, within the appropriate room.
- Children must not be left unaccompanied at any time on arrival.
- The receiving staff member will immediately record the child's arrival on the daily attendance register to ensure an accurate, real time record of who is on site.
- Any important information shared by parents (e.g. health, mood, sleep, medication) will be communicated to relevant staff to support continuity of care.
- Where medication is required, this must be handed directly to staff and recorded in line with the nursery's Medication Policy, with all required consent forms completed.

Departures

- Children will only be released to a parent/carer or an individual aged 18 or over who has been authorised by the parent.
- If a different person is collecting:
 - Parents must inform the nursery in advance
 - A password system and photograph may be used where appropriate
 - Valid identification must be shown
- If staff are unsure or not satisfied with the identity of the person collecting, the child will not be released, and parents will be contacted immediately.
- Staff will record the child's departure time to maintain an accurate attendance record.

- A staff member will provide a verbal handover to parents, sharing key information about the child's day, including:
 - Activities
 - Meals
 - Sleep/rest
 - Accidents or incidents
- Relevant records must be signed by the parent/carer where required.
- Medication (excluding emergency medication such as inhalers or EpiPens) will be returned to the parent in accordance with the Medication Policy.

Late Collection and Non-Collection

- Parents must collect their child promptly at the agreed session end time.
- If a parent/carer is running late, they must inform the nursery as soon as possible.
- In the event of late collection:
 - Additional charges may apply in line with the nursery's fee policy
- If a child is not collected and no contact has been made:
 - The nursery will attempt to contact all known emergency contacts
 - A minimum of two staff members will remain with the child
- If the child remains uncollected after a reasonable period and no contact can be made:
 - The Designated Safeguarding Lead (DSL) will be informed
 - The nursery will follow safeguarding procedures, which may include contacting the local authority or police

Adults Under the Influence

- If a parent/carer or authorised collector arrives under the influence of alcohol or drugs, staff will:
 - Assess the situation to prioritise the child's safety
 - Refuse to release the child if there are safeguarding concerns
 - Contact another authorised collector
 - Seek support from the Designated Safeguarding Lead (DSL)

- If necessary, external agencies may be contacted in line with safeguarding procedures.

Site Security

- Parents/carers must not allow unknown individuals to enter the building.
- Doors must be closed securely after entry and exit.
- In the event of unauthorised access:
 - Staff will only approach if safe to do so
 - The Lockdown Policy will be implemented if required
 - Police will be contacted where necessary
- Any breaches in security will result in an immediate review of procedures and risk assessments.

Visitors

- All visitors must sign in and out using the visitor book or electronic system.
- Visitors will be supervised at all times unless appropriately vetted.
- Please refer to the Supervision of Visitors Policy for further information.

Staff, Students and Volunteers

- All staff, students and volunteers must sign in and out of the building, including for breaks, to ensure accurate records of who is on site at all times.
- These records are used in the event of an emergency evacuation to ensure everyone is accounted for.

Safeguarding

- Any concerns regarding the safety or wellbeing of a child during arrival or departure will be reported immediately to the Designated Safeguarding Lead (DSL).
- Staff will follow the nursery's Safeguarding and Child Protection Policy at all times.
- For safeguarding purposes, children must arrive at nursery awake. If a child is asleep on arrival, parents/carers will be asked to wake them prior to entry so staff can complete appropriate handover checks and ensure the child's wellbeing.

Review

This policy will be reviewed annually, or sooner if:

- There is a significant incident
- Guidance or legislation changes
- Practice within the setting is updated

This policy was adopted on	Reviewed
24/01/2022	4th May 2026