



Arrivals and Departures

VERSION/DATE:	Feb 2026
NEXT VERSION DUE BY:	Feb 2027

"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."

Arrival

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 register. The registers 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 and when children are transitioning from the outdoor area back inside.

On arrival and departure, a member of staff will be located on the external doors used to the Nursery as well as barrier gates on room doors with a member of staff also present (If applicable). On entry to the room a member of staff will immediately record the child's attendance in the daily register, including the time of registration.

If the parent/carer wants their child to be given medicine during the day by a member of staff, they must complete and sign the Administering Medication Form. Further details of this procedure are contained in the Nursery Health, Illness and Emergency policy.

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 child's session. The adult nominated to collect a child must be one of those named on the Authorisation for collection of children form. Only adults - aged 16 years and over - will be authorised to collect children. Unless written confirmation stating otherwise is received from the parent previous to collection.

No adult other than those named on the Authorisation for collection of children form will be allowed to leave the Nursery with a child unless the parent notifies the nursery in which circumstances a password system would be used. 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 as well as the staff members' signature who has completed the relevant feedback and departure process.

Absences

If a child is going to be absent from a session, parents must indicate this to the Nursery in advance by 10am.

If a child is absent without explanation for more than three days, 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.