



Arrivals and Departures Policy

Date policy was adopted: January 2024

Date last reviewed: 30-08-2025

Frequency of review: Annual

1. Welcome

At The Duckling Nursery 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, parents, visitors, employees, volunteers and students.

2. Access to the Nursery

- Access to the nursery is across the school playground, and through the nursery garden.
- There is no access through the school.
- If at any time the playground is occupied by the school children adults/visitors will need to be escorted to the nursery by a member of staff.
- This can be obtained either by pressing the bell on the large red gates or telephoning the nursery contact number.
- At no time are parents/carers allowed to park in the school car park either at delivery or collection times.

3. Arrival

- Parents should deliver and collect their children punctually.
- The children must either be brought into the nursery or collected at the playground gate by an adult at the start of each session.
- Nursery staff will be at the garden gate and at the nursery door to meet and greet all children and families.
- In the morning (8.45am), the children will self-register but a register is also taken within the nursery on arrival.
- The collecting staff member records any specific information provided by the parents.

4. Departure

- The nursery staff will bring the children to the garden gate for collection at the end of a session.
- Children going home after lunch will be taken by to the main school gate for collection.
- If needed, the child's key person or other nominated staff member will ensure 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 signed by the parent before departure.
- Where applicable, all medicines should be recovered from the safe or fridge after the parent has arrived and handed to him/her personally.
- The Medication policy is to be followed regarding parent signatures.

- The nursery will not release a child to anyone other than the known parent/carer unless an agreement has been made at the time of arrival.
- On departure, the staff member releasing the child must mark the attendance register to show that the child has left the premises.

5. In Case of an Emergency

- We are aware that unavoidable incidents may occur whilst your child is at nursery preventing the usual collection procedure. In this case, the nursery has been alerted to these changes.
- If in any doubt the nursery will check the person's identity by ringing the child's parent or their emergency contact number.
- Parents will be informed and reminded not to allow any other person onto the premises when dropping off or collecting to ensure safety at all times.

6. Collection by someone not a named person

- If parents are unable to collect their child at any time, written evidence must be received in advance notifying the nursery staff of a designated adult substitute.
- A white board is made available for this information.
- Other than the parents 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 will be contacted.

7. Non-collection of a child

- If a child is not collected within one hour of the nursery ending and we have not been able to make contact with either the parents/carers or other designated contact telephone numbers, we will telephone Social Services for further advice and possible collection of the child.

8. Medication

- If the parent requests the child is given medicine during the day the staff member must ensure that the Medication procedure is followed.

9. Adults arriving under the influence of alcohol or drugs

- Please refer to the Alcohol and substance misuse policy.

10. Arrivals and departures of visitors

- On arrival, any visitors must sign in using the QR code in the cloakroom.
- Visitors' identity will be checked.
- Visitors must refer to and follow the Visitors Safeguarding Agreement when in the nursery which is on the wall next to the QR codes.
- Visitors must use the sign out QR code on departure

11. Staff, students and volunteers

- Staff, students and volunteers are responsible for ensuring they sign themselves in and out of the building.