

TRUST POLICY

Nursery Handbook – Arrival and Departure Policy



Approval		
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2.0				

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1. Introduction

Providers must take all necessary steps to keep children safe and well. Providers must safeguard children, ensure the adults who have contact with children are suitable. Promote good health, support and understand behaviour and maintain records, policies and procedures.

3.3 EYFS Statutory Framework 2026

University Hospitals Sussex NHS Foundation Trust policy has been adopted to support the safety and wellbeing of the children that attend our nurseries.

2. Policy Statement

Our aim is to ensure we welcome all children and their families in a warm and friendly manner, and they depart at the end of the session happy and safely.

We welcome Parents, Carers and Visitors to our nurseries; however, we recognise we must take all steps to Safeguard children and staff whilst in the setting.

When a Parent or Carer is present in the building, they are responsible for the care and wellbeing of their child[ren]

3. Procedure

On arrival at University Hospitals NHS Foundation Trust nurseries, please either ring the bell at the main entrance of the Nursery premises or use the intercom system. Parents and carers must ensure that a member of staff is aware that your child is in the nursery, therefore please refrain from opening the front door to another family arriving at the nursery.

You and your child will be greeted by a member of staff, where possible a member of staff from his/her room.

You will be asked to sign the 'Daily Register' book and provide 'Handover' information.

- Children will only be allowed to leave the building with a Parent or Carer or in their absence an adult authorised by the parent or carer. A person named on the registration form and known to the staff.
- A child will not be able to leave the nursery with a sibling or family friend if under the age of 16 years
- On collection, once the handover has taken place Parent or Carers or suitable other is deemed to be responsible for the child in the nursery.
- It is essential that you sign your child in/out of the premises and leave a contact number for the day.

- If a child must attend a medical/educational appointment during their nursery session in which they are required to leave the premises, then the parent or carer will sign them out and back in on their return.
- Staff will complete a 'Day Sheet' that will require signing at the end of a session after the 'handover' providing details of the child's care on the day
- Should a child arrive at the setting with an existing bruise/mark/scratch or injury you will be asked to complete an 'Incident of Arrival' Form. If the pre-existing injury is causing the child discomfort or the staff member is concerned of the wellbeing of the child, they may request the child does not attend the session.
- Should a child arrive at the setting requiring medication the nursery staff member will discuss the reasons for the medication and the frequency of dosage. The Parent or Carer will be required to complete a Medication Form. If the staff member is concerned of the child's wellbeing, type or illness, or the medication prescribed they may request the child does not attend the session.
- If an emergency arises and the 'Named' Parent or Carer is not available, we will request a letter or telephone call giving the name and brief description of the person collecting and if possible, the use of a password to ensure further security. The collector will also be required to provide formal identification.
- It is very important that your child arrives and is collected at the allocated time which has been discussed and agreed with the Nursery Manager. The reason for this is to ensure that the staff to child ratio is maintained.
- Please allow adequate time on collection if you wish to have suitable feedback about your child's day.

4. Early Arrivals

To ensure we always keep to our correct staffing levels we request that the Parent or Carer does not arrive more than 5 minutes earlier than the agreed arrival time for the session unless there is a prior arrangement with the Nursery Manager.

If a child is required to have breakfast on arrival past the allocated time, then this may be accommodated within the playroom at a time that is suitable with staffing levels to prepare and supervise the meal.

If requesting a late breakfast or arriving at nursery earlier than expected should be a regular occurrence than the Nursery Manager will discuss the sessional times.

5. Late Collections

We appreciate the children being collected punctually however if you anticipate being late, please telephone the nursery. Additional charge will be added.

Persistent lateness will result in the following action:

1. A verbal warning from the Nursery Manager or Deputy Manager
2. 1st written warning
3. 2nd final warning with the potential risk of the nursery place.
4. Letter of Notice from the Childcare Service Manager of a 2 week notice period

Parents should notify the staff regarding any changes in their regular child collection arrangements so that we can avoid any distress to their child.

6. Procedure in the Event of Failing to Collect a Child

If a child is not collected on time our legal liability relating to staff:child ratio could be infringed.

A legal requirement is 2 members of staff must remain at the nursery until the last child has been collected.

Our nurseries will follow the below procedure:

- If a child is not collected at the end of their allocated session (regardless of operational hours) then contact will be attempted by the given telephone number for the day, then proceed to the telephone numbers stated on the admission form.
- If the child has not been collected after 20 minutes after the nursery has closed, then the staff will be required to contact the Manager / Deputy Manager for advice.
- Two members of staff will stay with the child until contact has been made and arrived to collect.
- After 45 minutes whether it is the end of the allocated session or nursery closure, and the parent or carer cannot be traced through any of the emergency contact numbers on the registration form the nursery will take advice from Integrated Front Door IFD (West Sussex) Tel: 01403 229900 or The Front Door for Families Brighton & Hove) 01273290400
- This will then be treated as a Child Protection issue and staff will be expected to document the event in an incident form.
- Ofsted will also be notified at the earliest point.
OFSTED address: Ofsted
Piccadilly Gate, Store Street,
Manchester M1 2WD
Tel: 03001231231

7. Absence of a Child

We request that you contact your child's nursery at the earliest possible opportunity if they are not attending. The Nursery Manager or a member of the nursery team will try to contact the parent/carer if a child does not arrive at the agreed session. As part of our legal responsibilities frequent and unexplained absence will be recorded as part of our safeguarding procedures.

Reporting of an absence should be by telephoning the nursery or by email. Please do not report an absence through the nurseries Facebook Page or contact nursery staff through personal social media sites, text messages or personal telephone.

We request that parents and carers do not discuss nursery matters through personal messaging or social networking to staff or other parent/carers.

If we have concerns for a child's attendance, the Nursery Manager will seek advice from the Local Safeguarding Children Board or named professionals linked to the child.

8. Legal Responsibilities

A requirement of the University Hospitals Sussex NHS Foundation Trust nurseries is the **FULL** completion of the Admission Form. The nurseries have a legal requirement to know who the person[s] with Parental Responsibility or legal Guardianship of the child. Please refer to Parental Responsibility Policy

- Children under 16 will not be allowed to collect children from the nursery.
- If there should be a Court Order or other Legal Documentation demonstrating that a person with prior legal responsibility is no longer able to collect than the nurseries will refuse collection. If there is no legal documentation in place than any persons with legal/parental responsibility will be able to collect the child.
- If at any time nursery staff feel a person is incapacitated or behaving in a manner that could potentially harm a child than advice will be sort from the Local safeguarding Children Board (LSCB) or will telephone 999 (please refer to Safeguarding and Child Protection Policy).

Parent, carers and visitors are asked to ensure that they do not allow an adult that they are not familiar with into the nursery building and if necessary, question this person and inform a member of staff.

There are signs within the setting stating that parent, carers, and visitors are not permitted to open the front door or leave the premises without asking a member of staff to let them out.

The Front Door of the nurseries **MUST REMAIN LOCKED AT ALL TIMES**, only staff members are permitted to open and close the front door to, parents, carers, visitors and contractors

Within the nursery main hallway there are staff's photographs displayed.

Mobile phones should not be accessed in areas that children are present i.e. playrooms, corridors and garden.

The Ofsted Registration Certificate and the nurseries Public Liability Insurance will be displayed in the hallway alongside Ofsted contact telephone numbers.

9. Contingency Planning / Pandemic Adjustments

University Hospitals Sussex NHS Foundation Trust adjusted the Arrival and Departure procedures during the COVID-19 global pandemic in 2020 until 2022.

To ensure everyone remained safe, and for our nurseries to continue to provide suitable childcare we adapted our procedures around social interaction, personal care and service delivery in accordance with Government guidance. These procedures were regularly reviewed and updated to Parents, Carers and Visitors.

In the event that such an incident should occur again the Government guidelines for safe practice of Pandemic Flu will be implemented University Hospitals Sussex, nurseries will act as follows:

- When accessing University Hospitals Sussex NHS Foundation Trust sites a face mask should be worn
- Whilst waiting to enter the UH Sussex Nurseries all visitors are expected to adhere to the Government 'Social Distance' guidelines
- Parents and Carers are only to access the reception area of the nurseries only unless a meeting has been arranged with the Nursery Management / Key Person and social distance procedures are in place
- One Parent / Carer are permitted in the nursery for arrival or collection. Additional children will be allowed in the nursery reception only area if they are unable to wait alone outside.
- Handovers and Feedback between staff and Parents/carers will be brief however should you wish for more detailed information about your child's day, wellbeing and progress can be given by telephone, email, or a prearranged appointment.
- The nurseries may cancel or restrict annual events such as parties / Christmas concerts in line with safe and reasonable practice.
- Please ensure your child has appropriate clothing to use the outdoor areas in all weathers.

- Decisions of local walks will be in line with Government Covid guidance and Parental approval

10. Links to other Trust policies

UHSHN008 Nursery Handbook - Safeguarding and Child Protection Policy