

Oyster Bay Nursery

Arrivals and departures including uncollected child arrangements Policy

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Date of next full review: September 2027

This policy will be reviewed at least annually and/or following any lessons learnt and/or updates to national or local guidance and procedures.

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Deputy Designated Safeguarding Lead(s)	Grace Sidders Rachel Finch
Nominated Individual	Debra Hines
Nursery Manager	Grace Sidders

1. Policy Statement

Oyster Bay Nursery is committed to ensuring that all children arrive at and leave the setting safely. We provide a warm welcome to children and families while maintaining effective safeguarding procedures at all times.

This policy sets out the procedures for children's arrival and departure, collection by authorised adults, visitor registration and the arrangements to follow if a child is not collected at the agreed time.

The safety and welfare of every child are our highest priorities. Children will only be released to a parent, carer or another adult whose authority to collect them has been appropriately confirmed.

2. Arrivals at Nursery

Parents and carers must bring their child to the designated entrance and ensure that a member of staff has formally accepted responsibility for the child before leaving.

On arrival, staff will:

- Welcome the child and parent or carer.
- Ensure the child is safely handed over to a member of the nursery team.
- Record the child's arrival in the daily attendance register or designated electronic system.
- Record relevant information provided by the parent or carer and pass it to the child's key person or appropriate staff member.
- Note any relevant information affecting the child's wellbeing, such as changes in health, sleep, mood or dietary requirements.
- Follow the nursery's Medication Policy if medication is brought in or requested for administration.
- Ensure the child is settled and supported as they join their room or planned activity.

Parents and carers must not leave their child at the entrance without ensuring that a member of staff has accepted the handover.

3. Departures from Nursery

At collection time, staff will ensure the child is handed directly to an authorised adult.

Staff will:

- Confirm the identity and authority of the person collecting the child where necessary.
- Ensure the child is safely handed over to the authorised adult.
- Record the child's departure time in the attendance register.
- Share relevant information about the child's day, including activities, meals, sleep, toileting, interests, friendships and general wellbeing.
- Inform the parent or carer of any accidents, incidents or concerns and complete the appropriate records, obtaining a signature where required.
- Return the child's belongings and any medication that needs to go home, following the Medication Policy.

Once the child has been safely handed over to the authorised adult, responsibility for the child's care transfers to that adult. Parents and carers are expected to supervise their child carefully when leaving the nursery premises.

4. Authorised Collection Arrangements

At registration, parents and carers must provide details of adults authorised to collect their child, together with current contact details and relevant restrictions or court orders.

The nursery will maintain these details securely and ensure that relevant staff can access the information needed to safeguard the child.

A child will not normally be released to anyone other than a known parent or authorised collector unless alternative arrangements have been agreed and confirmed with the nursery.

Where an unfamiliar person arrives to collect a child, staff may require:

- Confirmation of the agreed collection password.
- Confirmation from the parent or carer using a telephone number already held on the child's records.

The nursery's password system must be followed for alternative collectors where applicable. Collection passwords and authorised collection details will be checked regularly to help ensure they remain current.

Staff must not release a child solely because an adult claims to have permission to collect them.

5. Emergency Changes to Collection Arrangements

If a parent or carer is delayed or needs to arrange for another adult to collect their child unexpectedly, they must contact the nursery as soon as possible.

The parent or carer should provide the alternative collector's name and any information needed to identify them. The nursery must confirm the arrangement with the parent or carer before releasing the child.

If staff cannot verify the arrangement or have concerns about the adult's identity or authority, the child will not be released until the situation has been satisfactorily resolved.

Staff should contact the parent or carer using the telephone number already held on the nursery's records rather than relying solely on a number supplied by the person arriving to collect the child.

Where a parent or carer cannot be contacted, staff will follow the safeguarding procedures and seek advice from the Nursery Manager or Nominated Individual.

6. Collection Restrictions and Safeguarding Concerns

The nursery must be informed of any relevant court orders, legal restrictions or safeguarding arrangements affecting who may collect a child.

Staff must follow documented restrictions and refer any uncertainty to the Nursery Manager immediately.

If an adult appears unable to care for the child safely, for example because they appear significantly impaired by alcohol or drugs, staff must prioritise the child's safety and seek appropriate advice or assistance. This may include contacting the police or children's social care where necessary.

Staff must not place themselves or the child at unnecessary risk. Any safeguarding concern must be recorded and managed in accordance with the nursery's Safeguarding and Child Protection Policy.

7. Uncollected Child Procedure

Oyster Bay Nursery recognises that a child not being collected at the agreed time can be distressing for the child and family. We will ensure the child remains safe, supervised and reassured while appropriate collection arrangements are made.

7.1 If a Child Is Not Collected on Time

If a child has not been collected within **ten minutes of their scheduled collection time**, staff will begin the following procedure:

1. **Contact the parent or carer:** Telephone the parent or carer using the contact details held on the nursery's records.
2. **Contact emergency contacts:** If the parent or carer cannot be reached, contact the authorised alternative collectors or emergency contacts listed on the child's registration form.
3. **Inform management:** Notify the Nursery Manager or the most senior member of staff on duty.
4. **Maintain supervision:** Keep the child in a safe, secure and appropriate environment with suitable supervision.
5. **Record actions:** Record the late collection, contact attempts, times and any information received.

Parents and carers should notify the nursery as soon as possible if they expect to be late and provide an estimated arrival time.

7.2 Continued Attempts to Contact the Family

Staff will continue reasonable attempts to contact the parents or carers and emergency contacts during the period following the scheduled collection time.

For up to **30 minutes after the scheduled collection time**, the child will remain safely supervised by at least two members of staff wherever practicable, including a senior member of the team and another staff member.

During this time, staff will:

- Reassure the child and respond to their needs.
- Maintain appropriate supervision and provide suitable care.
- Continue contacting the parents, authorised collectors and emergency contacts.
- Keep the Nursery Manager informed.
- Record all contact attempts and relevant decisions.

A child must never be left alone or taken home by a staff member without appropriate authorisation and safeguarding consideration.

7.3 If the Child Remains Uncollected After 30 Minutes

If the child remains uncollected after 30 minutes and no suitable collection arrangement has been confirmed, the Nursery Manager or Nominated Indiviua will contact the relevant local authority children's social care service for advice and guidance.

The nursery will explain the circumstances, the attempts made to contact the family and the arrangements in place to safeguard the child.

If the child's circumstances give rise to an immediate risk, or there is reason to believe the child may be in danger, staff must contact the police or emergency services without waiting for the 30-minute period to expire.

The nursery will follow advice from the relevant authorities and continue to provide appropriate care and supervision until responsibility for the child has been safely transferred to an authorised adult or the appropriate authority.

7.4 Recording the Incident

All uncollected-child incidents must be recorded. Staff will document:

- The child's name.
- The scheduled collection time and the time the child was still uncollected.
- The names of staff supervising the child.
- Each attempt to contact parents, authorised collectors and emergency contacts, including times and outcomes.
- Any communication with the Nursery Manager, children's social care, the police or other relevant agencies.
- The eventual collection arrangements and the time the child left the nursery.
- Any further action required.

The incident must also be recorded on **My Concern**, in accordance with the nursery's recording and safeguarding procedures.

Records must be factual, confidential and stored securely.

8. Late Collection Fees

Parents and carers are expected to collect their child by the agreed session end time.

A late-collection fee may be charged in accordance with the nursery's published fees and terms and conditions, particularly where late collection is repeated. The applicable fee and any grace period must be communicated clearly to parents and carers.

Late-collection fees do not replace the nursery's responsibility to safeguard and supervise an uncollected child.

Where late collection becomes a recurring issue, the Nursery Manager will discuss the situation with the family, explore any difficulties and agree appropriate steps to prevent it happening again.

9. Visitors Arriving at and Leaving Nursery

All visitors must follow the nursery's visitor procedures.

Visitors are required to:

- Sign in on arrival and sign out when leaving.
- Provide identification where required.
- Wear a visitor badge while on the premises.
- Follow staff instructions and relevant safeguarding procedures.
- Comply with the nursery's mobile phone, photography and recording rules.
- Remain supervised where required and not have unsupervised access to children unless specifically authorised.

Staff must ensure visitor records are completed accurately and that visitors do not compromise the security of the premises.

10. Attendance Registers and Record Keeping

The nursery will maintain accurate records of children's arrival and departure times and relevant collection arrangements.

Staff must record:

- The child's arrival and departure.
- Late collections and attempts to contact parents or authorised adults.
- Any incident or safeguarding concern arising during arrival or collection.
- Actions taken by the Nursery Manager or relevant authorities.

Records will be stored securely and handled in accordance with the nursery's Data Protection and Privacy Policy.

11. Responsibilities of Parents and Carers

Parents and carers are expected to:

- Ensure their child is handed directly to a member of staff on arrival.
- Collect their child at the agreed time.
- Keep contact details and authorised collector information up to date.
- Inform the nursery promptly of changes to collection arrangements.

- Ensure alternative collectors understand the nursery's identification and collection procedures.
- Notify the nursery if they are delayed.
- Share relevant safeguarding or legal information that affects collection arrangements.
- Read and follow the nursery's related policies.

12. Responsibilities of Staff and Management

All staff are responsible for following this policy and ensuring children are handed over safely.

The Nursery Manager or Nominated Individual is responsible for:

- Ensuring staff understand arrival and collection procedures.
- Maintaining appropriate registration and collection records.
- Ensuring authorised collector information is kept up to date.
- Responding promptly to late or uncollected children.
- Ensuring appropriate staff supervision is maintained.
- Contacting relevant agencies where necessary.
- Ensuring incidents are recorded on My Concern.
- Reviewing incidents and identifying improvements to practice.

13. Confidentiality

Information about children, families, collection arrangements and safeguarding concerns will be handled confidentially and shared only with authorised individuals or relevant agencies where there is a lawful basis to do so.

14. Review

This policy will be reviewed at least annually, or sooner if there are changes to legislation, statutory guidance, safeguarding arrangements or nursery procedures.

Oyster Bay Nursery is committed to ensuring that every child is welcomed, supervised and handed over safely, and that any child who is not collected as expected receives appropriate care and protection.