Stebbing Green Day Nursery recognizes the importance of having robust systems in place to ensure the safe arrival and departure of the children in our care.

All staff are responsible for ensuring that an accurate record is kept of all children in the nursery, and that any arrivals or departures are recorded in the register and on the Family app. The register is always kept in an accessible location on the premises.

**Answering the door**

* Only Staff members who are familiar with regular callers may answer the door.
* Students or Agency staff may not answer the door.
* The caller must always be identified through the window or spy hole before answering the door.
* If the caller is not known, then another member of staff should be alerted to identify them.
* If the caller is not known, they must wait outside the nursery whilst identification is sought. (i.e. name, reason for call, name of person who caller is here to see, identity documents etc)

**We will never grant access to anyone who is not known.**

## Arrivals

## Our staff will greet each child warmly on their arrival at the nursery.

* Staff will sign each child into Nursery on the registers in reception, including the time of arrival.
* It is the responsibility of the staff member receiving the child to write down any specific requests by the parent to pass on to the room leader if not present at the time.
* If the parent/carer informs staff of any accidents or injuries that have occurred outside of nursery, then the relevant existing injury forms must be completed.
* If the parent requests that the child is to be given medicine during the day, the staff member must ensure that the medicine consent procedure is followed. (See the **Administration of medication procedure** for further information)
* If a child does not arrive when they are expected, then a courtesy call will be made to ascertain the reason for them being late/absent.

## Departures

* Staff will ensure that parents or carers sign children out before they leave, including the time of collection.
* Children are collected by an adult who has been authorised to do so on their registration form.
* In exceptional circumstances, if the parent requires another person who is not listed on the registration form to collect their child, the child’s parents or carers must inform the setting in advance and provide a photograph (can be done through email or Famly message) of the person and a password that they will use. If the manager has any concerns regarding the person collecting, he/she will contact the main parent or carer for confirmation.
* The planned departure of the child should be anticipated by the key person and/or room leader of the group. Key people, or qualified Staff who have been directly caring for the child will provide the parent with a verbal handover of their child’s day, as well as any written daily records.
* All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to them personally and any necessary paperwork signed by the parent/carer.
* Any accident reports must be signed by the parent on collecting.
* The parent or carer must notify the nursery if they will be late collecting their child. If the nursery is not informed, the **Uncollected Children** policy will be followed.

## Absences

Our setting realises that regular attendance by children is very important in order that they may become confident with a regular and consistent schedule. Even for very young children, there are positive benefits to be gained from regular attendance, whatever the weekly pattern of childcare or schooling. This includes not only coming to every planned session, but also arriving on time.

Children who attend every planned session develop a feel for the rhythm of the week, gain a sense of security from some regular elements and find it easier to build and sustain a range of social relationships.

* Parents/carers must inform the setting if they are planning holidays so that we can record this in our register.
* If your child is sick or cannot attend for some reason, please call the setting as early as possible.
* If we do not hear from you after one hour after your child was due to arrive the setting, a senior practitioner, Manager or Deputy Manager will contact you to establish why your child is absent. All absences will be recorded appropriately. We will record this so that any concerns regarding attendance patterns or prolonged absences can be identified and where necessary support sought or provided.
* If we are concerned about the welfare of a child we reserve the right to contact appropriate services.
* Fees remain payable during periods of absence, unless alternative arrangements have been agreed.
* As a setting we should be alert to patterns of absence that may indicate wider safeguarding concerns. Our setting will try to discover the causes of prolonged and unexplained absences. Regular absences could indicate that a child or their family might need additional support.

**Attendance Record Keeping**

* Ensure that each prospective parent signs a copy of the Terms of Business and Registration Form. A child can only be considered registered upon receipt of these completed signed documents.
* All changes to the booking pattern must be recorded, in writing on a change of sessions form, verbal messages and phone messages are not acceptable. Messages may be taken but the parent **must sign** and **date** a form when they are next in the setting.
* cancellations need to be also recorded as above, i.e. written/email message **signed** and **dated** and kept in on file.
* Signing in sheets need to have written notes against the session on the relevant signing in sheet, covering **date, reason** and **person** cancelling session or picked up child from school, etc.

**Related Policies:** Uncollected Child Policy

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| This policy was adopted by: Stebbing Green Day Nursery | Date: February 2021 |
| To be reviewed: February 2022 | Signed: Terri Barnett |

Written in accordance with the *Statutory Framework for the Early Years Foundation Stage (2017): Safeguarding and Welfare Requirements: Safety and suitability of premises, environment and equipment [3.62, 3.64]; and Information and records [3.76]*