

Arrivals and Departures Policy

At The Orchard Day Nursery Kingston, we are committed to providing a safe, welcoming and secure environment for every child, family, member of staff and visitor. Effective arrival and departure procedures are an essential part of our safeguarding arrangements and help us ensure that every child is accounted for at all times.

Accurate records of who is on the premises are vital in the event of an emergency, such as an evacuation, lockdown or medical incident, and support our wider safeguarding responsibilities.

This policy should be read alongside our:

- Safeguarding and Child Protection Policy
- Collection and Non-Collection of Children Policy
- Late Collection Policy
- Supervision of Visitors Policy
- Medication Policy
- Lockdown Policy
- Health and Safety Policy.

Arriving at Nursery

Children should be brought into nursery by their parent, carer or authorised adult and handed directly to a member of staff.

Children should never be encouraged to enter the nursery building or classroom unaccompanied.

A member of staff will warmly welcome each child and family, helping children to settle confidently into nursery and providing an opportunity to exchange important information about the child's wellbeing.

During the handover, practitioners will discuss any relevant information including:

- How the child has been since their previous session
- Changes to routines
- Medication requirements
- Sleep or eating patterns
- Significant events at home
- Emotional wellbeing
- Any other information which may affect the child's care or learning.

Any medication brought into nursery will be managed in accordance with the nursery's Managing Medicines Policy.

Welfare Checks on Arrival

As part of the arrival procedure, practitioners will carry out a visual wellbeing check of every child.

Staff will remain professionally curious and observe for any visible:

- Bruises
- Cuts
- Scratches
- Burns
- Swelling
- Rashes
- Injuries
- Changes in presentation
- Signs that a child may be unwell or distressed.

Where staff notice any visible injury that has not already been explained, they will sensitively ask the parent or carer how the injury occurred.

The explanation provided will be recorded where appropriate.

Where injuries are significant, unusual, inconsistent with the explanation given, or staff have any safeguarding concerns, the Designated Safeguarding Lead (DSL) will be informed immediately and the nursery's Safeguarding and Child Protection Policy will be followed. The welfare check is intended to support children's safety and wellbeing and should never be viewed as accusatory.

Recording Attendance

Children must be signed into the attendance register immediately upon arrival by the member of staff receiving them.

Similarly, children must be signed out immediately when they leave the nursery.

Attendance records must never be completed retrospectively.

Maintaining an accurate, live register ensures that staff always know which children are present within the building and enables an accurate headcount in the event of an emergency evacuation, lockdown or other incident.

The Nursery Manager will routinely monitor attendance records to ensure they remain accurate and complete.

Collection Arrangements

Children will only be collected by:

- A parent with parental responsibility
- A legal guardian
- Another adult authorised in advance by the parent.

Parents must notify the nursery in advance whenever possible if somebody different will be collecting their child.

The nursery will request a password and/or photographic identification where appropriate before releasing the child.

Staff will never release a child where they are unsure of the collector's identity.

If there is any uncertainty, staff will contact the child's parent or emergency contact before allowing the child to leave.

Children will not normally be released to anyone under the age of 18 unless there are exceptional circumstances, these have been fully risk assessed and agreed in writing by the Nursery Manager.

Departure from Nursery

Children should always be collected from inside the nursery by an authorised adult.

Before a child leaves, practitioners will provide a meaningful handover, sharing information about the child's:

- Wellbeing
- Learning experiences
- Meals and drinks
- Sleep
- Personal care
- Friendships
- Achievements
- Accidents or incidents
- Medication administered
- Any concerns requiring follow-up.

Parents will be asked to sign any relevant documentation, including accident, incident or medication records before leaving wherever possible.

Medication will only be handed directly to an authorised adult.

Immediately after the child leaves the premises, the member of staff responsible must sign the child out of the attendance register.

Safeguarding During Collection

If a person collecting a child appears to be under the influence of alcohol, drugs or any substance that may impair their ability to care safely for the child, staff will follow the nursery's Alcohol and Substance Misuse Policy.

The child's welfare will always be the paramount consideration.

If staff believe the child may be at immediate risk, the Designated Safeguarding Lead will be informed without delay and appropriate safeguarding procedures followed.

Unauthorised Persons

The nursery operates secure entry procedures to prevent unauthorised access.

Parents and visitors should never allow another person to enter the building behind them unless authorised to do so by nursery staff.

If an unknown individual enters the premises without permission, staff will assess the situation and, where safe, establish the purpose of their visit.

Where staff have concerns regarding the safety of children, the nursery's Lockdown Policy will be implemented immediately and the police contacted where appropriate.

Following any security breach, the Nursery Manager will review procedures and complete any necessary risk assessments.

Visitors

All visitors, contractors, students and professionals must:

- Report to reception on arrival
- Sign in immediately
- Wear identification where appropriate
- Remain supervised unless appropriate safeguarding checks have been completed
- Sign out when leaving.

Visitor records form part of the nursery's safeguarding procedures and emergency evacuation arrangements.

Staff, Students and Volunteers

All staff, students and volunteers are responsible for signing themselves into and out of the nursery each day.

This includes leaving the premises during breaks, attending appointments or visiting other settings.

Maintaining an accurate record of adults on site supports emergency procedures, staffing ratios and safeguarding responsibilities.

Monitoring

The Nursery Manager will regularly monitor arrival and departure procedures through observations, audits of attendance records and safeguarding reviews.

Any concerns relating to collection arrangements, attendance records or safeguarding will be addressed immediately and, where appropriate, shared with the Designated Safeguarding Lead.

This policy will be reviewed annually or sooner following changes to legislation, safeguarding guidance or the Early Years Foundation Stage.

This policy was adopted on	Signed on behalf of the nursery	Date for review
<i>6th August 2026</i>	F.Joyce	<i>December 2026</i>