



## **Arrival and Collection Policy**

### **Arrival**

The arrival of the children at the start of each session is very important and therefore you must not arrive before their designated time as we adhere to the statutory framework regarding ratios.

Acorn and Oak Nursery and Preschool will work with each individual family where possible to establish a settling routine for each child. This will be based on their previous experiences at being left in the care of others and will be regularly reviewed as they settle and develop.

Each child's key worker will discuss the child's individual needs with their parent/carer. We also invite parents to contact the provision throughout the day for an update if they are at all concerned.

We have established a routine for the children when they arrive — this helps them to settle and develop a sense of belonging.

On arrival parents will be greeted by a member of staff who will register the child on the daily register. The child's keyperson will support the child to find their coat peg (labelled with their name and photograph), hang up their coat.

Thereafter, children are encouraged to join in the activities by their key worker. They can choose from a range of activities — these will include quiet activities such as sharing a book as well as games, home corner and arts and crafts.

Parents are encouraged to share information on their child during this time. For example, if their child has had a bad night, went to bed late the previous night, or has been upset over an incident. This enables us to tailor the care we provide to meet your child's individual needs.

### **Collection**

Acorn to Oak Nursery and Preschool only release children into the care of individuals named by the parent on the contact list when registering their child.

Except where there is reasonable explanation, we must obtain written permission with a photograph from parents where children are to be picked up by another adult.

Acorn to Oak Nursery and Preschool will only release your child from our care to adults who have permission to collect. We will therefore need you to provide us with a list of people authorised to collect your child. It would be helpful, if they are not known to us, to include a photograph for us to keep on file. It would also be helpful to know what your child calls the people, so that during the day we can prepare them for the arrival of their "Gran", "Grandad" or "Auntie".

In the event of an emergency, we can operate a password system where you can send someone not authorised to collect your child but who is able to give us the password. Please discuss with us if you would like to use this system.

It is important that you arrive at the contracted time to collect your child. Even very young children learn our routine and know when their parents are due. They can become distressed if you are late. We know sometimes delays are unavoidable, especially if you are relying on public transport. If you are delayed for whatever reason, please contact us and let us know when you expect to arrive. We will normally be able to accommodate the additional care; however, if we are unable to do so, we will contact other adults from the authorised list and arrange for them to collect your child. We will reassure your child that you are on the way and if necessary, organise additional activities.

If we have not heard from you and you are late, we will try to contact you. We will also attempt to contact the emergency numbers provided. If we are unable to contact anyone, we will inform Social Services and follow their advice. We will add an additional charge for late collection which is an extra £1.00 per minute per child as per your contract.

Anything after 19.00pm will be charged at a flat of £40.00. The charges are to cover all additional costs in regard to staffing overtime required for late collection. Please note that the nursery needs to always operate to a minimum, of two members of staff being on site at any one time.

If you have any concerns regarding this policy, please do not hesitate to contact us.