

Arrival and Departure Procedure

Nurseries Policies

Sussex House Nursery and Wendy House Nursery

'Details of the provider's policies and procedures must make copies available on request including the procedure to be followed in the event of a parent and/or carer failing to collect a child at the appointed time'

Page 33 Statutory Framework for the Early Years Foundation Stage 2017

Associated Policies

Safeguarding and Child Protection Policy
Parental Responsibility
Security

Sussex House Nursery
Sussex House
1 Abbey Road
Brighton
BN2 1ES

Tel: 01273 664583
Ofsted No130674

On arrival at BSUH NHS 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 and he/she is signed into the 'Daily Register' book which is located in the main corridor (PRH) or in the playrooms (RSCH).

Your child will be greeted by a member of staff, wherever possible a member of staff from his/her room. Please allow time to settle them in the room.

Children will only be allowed to leave the building with a Parent, carer. Or in their absence an adult authorised by the parent or carer, named on the registration form, and known to the staff.

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

Wendy House Nursery
Princess Royal
Hospital
Lewes Road
Haywards Heath
RH16 4EX

Tel: 01444 441881 ext
8451

Ofsted No. EY231358

It is essential that you sign your child in/out of the premises and leave a contact number for the day.

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

If an emergency arises and the above is not possible, 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.

Early Arrival

To ensure we can keep to our correct staffing levels at all times we request that parent or carers do 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.

Late Collection

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**
- 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.

Procedure in the event of a Parent/Carer 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 then contact will be attempted by the given telephone number for the day then proceed to the telephone numbers stated on the admission.
- 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 MASH (West Sussex) tel: 01403 229900 / 03302226664 or The Front Door for Families Brighton & Hove) 01273290400 / 01273 335905
- 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

Absence of a Child

We request that you contact your child's nursery at the earliest possible opportunity if they are not attending. 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.

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 we will seek advice from the Local Safeguarding Children Board or named professionals linked to the child.

Legal Responsibilities

A requirement of the Brighton & Sussex University Hospitals NHS 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).

Security

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**

Within the nursery main hall way there are staffs photographs displayed.

Reviewed and Written 29th September 2017

Mrs Tracey Gregory, Brighton & Sussex University Hospitals Childcare Services Manager

Reviewed 29th September 2017

Mrs Lorraine Brunton, Wendy House Nursery Manager, Princess Royal Hospital