

Petworth Primary Nursery

Arrivals and Departures Policy



Reviewed:	October 2026
Next Review:	October 2028
Person Responsible:	Amy Eddy & John Galvin

Inspire, nurture and challenge with JOY at the heart in all we do.

Petworth Primary Nursery maintains the highest possible security of our premises to ensure that each child is safe during their time with us.

When children join us at Petworth Primary Nursery we will establish with the parent/carers who is likely to be collecting/dropping off regularly. This information will be recorded and kept on our online system iConnect. Petworth Primary Nursery will need **at least 2 emergency contact** numbers.

- On arrival and departure at the site parent/carers are required to press the buzzer/doorbell to alert practitioners. A member of staff will then come and let your child in or bring your child out to you.
- If the Parent/Carer is not known by a practitioners they will seek another member of staff to assist or will ask for the password before any contact with the child.
- Parents/carers will be encouraged to leave their child at the gate/door. However, if needed to fully settle their child before leaving them, they are able to come in to the building to support their child.
- Parents/carers are requested to pass on any information regarding their child and to make specific requests relating to their child's care with the child's key person or another member of staff from the relevant room. This information will then be shared verbally or in the diary to make all staff aware.
- It is the parent/carers responsibility to make staff aware if someone other than themselves or a "regular collector" will be collecting that day.
- It is the parent/carers responsibility to provide the named collector with the correct password.
- Under no circumstances will a child be allowed to leave the site if the parent/carer has not informed us someone other than the named or regular collectors is collecting that day. In this situation we would contact the parents/carers to confirm who is collecting and if we were unable to contact them, we would keep the child at Petworth Primary Nursery until contact can be made.
- A child will not be allowed to leave the site if the parent/carer or nominated collection person is clearly under the influence of an intoxicating substance (e.g. alcohol/drugs) and is clearly not coherent / unable to be responsible for the child - the DSO / Manager / Deputy will make this decision.
- Under no circumstances will a person be allowed entry into the site if they are not recognised or do not have the correct password to collect the child.
- If a collector is listed on Connect but does not know the password, we could confirm their identity by calling their number on file or checking any photo ID
- It is the responsibility of the parent/carer to make sure their child is collected on time and collected by a responsible person.

If a child doesn't show up to a session

After an hour has passed after the child's sessions has started and they have not shown up.

1. The room supervisor or most qualified/experienced member of staff will call home and ask why the child is not in attendance.
2. The reason for absence is recorded on iConnect in the notes section when marking the child off and if there is a concern around the child's attendance this is recorded on RecordMy
3. If we cannot get hold of the family another phone call will be made later in the day. If there is still no answer and the Designated Safeguarding Lead (DSL) is concerned a referral will be made to children and Family Services, without the parents' permission.
4. If the DSL is not concerned then they will arrange for someone to ask why the child wasn't in at their next session and record this on RecordMy