

**Arriving at nursery**

Wiggles and Giggles is opened by someone on the management team at 7.00am to take phone calls, 7.20 for staff and 7.30 for our families.

No families are allowed within the setting before 7.30 as staff are carrying out risk assessments and setting up class rooms to ensure everyone is safe from harm.

All children arriving at Wiggles and Giggles will be given a warm and friendly welcome.

When a child arrives at nursery at 7.30 am, they may go into a different classroom. This is because we start off in class 3 and preschool 1 and disperse to other rooms as more children and staff arrive ensuring ratios are covered at all times. We aim to ensure familiar staff are on duty so that all children are comfortable to leave their parents.

Parents are requested to pass the care of their child to a specific member of staff who will ensure his/her safety (this is usually a child's key person or another familiar staff member). The staff member receiving the child immediately records his/her arrival in the daily attendance register. The staff member also records any specific information provided by the parents, including the child's interests, experiences and observations from home. It is the parent's responsibility to inform staff of information they need to know about their child's day, e.g. sickness.

If the parent requests the child is given medicine during the day the staff member must ensure that the medication procedure is followed (see administration of medication policy and procedure).

It is the parent/ carer responsibility to inform a member of staff of any injuries their child may have. The staff member must ensure that an existing injury form is completed and the accident, incident and first aid policy is followed.

**Departing from nursery**

We always endeavour for a child's key person or a familiar member of staff from the child's class to talk to parents when collecting their child, but due to shift patterns this may not always be possible. We ensure that information about every child's day is passed on to a member of staff on the later shift so all parents are kept up to date with their child's day.

On departure from nursery, staff should be prepared to provide feedback about the child's day with the parent or whoever is collecting, e.g. how well they have eaten and slept, any activities they have participated in, their interests, development progress and friendships. A diary will be given to parents with a copy of this information on each day.

Staff should be aware that parents/carers see a small snippet of the nursery day on arrival and departure, and we need to share the wonderful moments their child has had at nursery with them before they depart.

On departure, the staff member releasing the child must mark the child register immediately to show that the child has left the premises.

The parents or whoever is collecting must be informed about any accidents or incidents and the appropriate records must be signed before departure. Where applicable, all medicines should be recovered from the medicine boxes, cupboards or fridge and handed to them personally. The medication policy is to be followed

regarding parental signature. In the rare event that this is not done, every effort must be made for the parent/carer to be contacted and be informed about the accident/incident or medication form. If parents/carers are not available other persons listed in emergency contacts on the child's registration form will be contacted or a personal visit to the child's home if deemed necessary.

No unauthorised person will be allowed to collect the child from nursery unless we have been informed by the parent either during drop off of via phone or email during the day. Regular people who may collect other than parents should be listed on the application form. Parents must inform staff on arrival if anyone other than themselves are collecting and ensure that the person collecting has the password provided on the application form.

If there is an unforeseen circumstance or there is an emergency situation, we ask that parents contact the setting and inform us of who is collecting where possible. If this is not possible only those people named on the child's application form would be allowed to collect the child from the setting. The password would be required and their identification checked.

In addition, if staff have any queries in regards to the authorised person they will be asked one or two security questions (either the child's date of birth, the child's main address, the child's main carer names). If the person cannot provide the correct password allocated by the parent/carer and cannot answer any one of the security questions asked, the child would not be released to the person and the parent/carer would be contacted.

A confidential board is situated in the office which shows any children who are been collected by other people that day. Staff must inform a member of the management team and the child's information added to this board, including who is collecting and who took the message from the parent. This board can easily be checked by staff if someone unknown comes to collect.

No child will be permitted to leave the nursery in the care of a person under the age of 16 years, or a person who appears to be under the influence of alcohol, drugs, without a car seat or who presents a behaviour that could be seen as a potential of putting a child's welfare at risk. As a setting the children's welfare is paramount and in order to ensure that we are safeguarding everyone we will contact Sandwell Children's Trust if for any reason we have a concern around a child's welfare.

### **Uncollected child**

In the event that no authorised person collected the child or children we would then follow the procedure for an uncollected child.

### **Parental separation**

In the event of parental separation, the nursery will always act in the best interests of the child, it is the parent/carers responsibility to provide a list of authorised people who are able to collect and to make sure this is kept up to date at all times.

- If a parent/carer was not on the list of authorised people to collect for any reason and requested to collect their child they must be asked to wait either outside while a member of the management team assesses paperwork.
- The listed authorised parent/carer on the application form would be contacted (who we have a contract with) to inform them of the situation, and follow any instructions provided.
- The child's application form and birth certificate would be checked to see if the parent requesting to collect had parental responsibility.

- In this instance the nursery must know/recognise from a photo/have met the parent requesting to collect the child previously to confirm who they say they are.
- In such difficult situations we can and must act within the law and recognise parental responsibility. We would adhere to any legal court orders detailing access and/or custody of any child/children. Should it be required, the nursery may have to seek outside support such as the Police.
- The nursery will always treat each parent/ carer with parental responsibility equally and fairly in the interests of the child/children. We cannot and will not take sides but remain impartial and professional at all times.

**A mother** automatically has parental responsibility for her child from birth.

**A father** usually has parental responsibility if he is; married to the child's mother; or listed on the birth certificate.

**Births in England and Wales;** if the parents of the child are married when the child is born, or if they have jointly adopted a child both have parental responsibility. They both keep parental responsibility if they later divorce.

**Unmarried parents;** an unmarried father can only get parental responsibility for his child in 1 of 3 ways.

- Jointly registering the birth of the child with the mother from 1<sup>st</sup> December 2003
- Getting a parental responsibility agreement with the mother
- Getting a parental responsibility order from the court

For further information, please see [www.gov.uk](http://www.gov.uk)

### **Arrivals and departures of visitors**

The nursery requires all visitors to provide relevant photo id before gaining entry to the setting. The visitor's book must be completed on entry and exit, which records the name as shown on their id and the times they are in the setting. Visitors must not be left unaccompanied at any time within the setting. (see our visitors Policy and Procedure from more information).

All our procedures as detailed above are in place to protect the children in our care as their safety is our paramount concern at all times.