

DURHAM UNIVERSITY DAY NURSERY

ARRIVALS AND DEPARTURE (INCLUDING LATE COLLECTION).

1. Policy Statement / Purpose

- 1.1 It is the policy of the nursery to give a warm welcome to each child on their arrival and to ensure that all children leave with an authorised person.

2. On Arrival

- 2.1 Parent/carers will drop off at either the main reception area for Snowdrops and Buttercups and the outside gate for Sunflowers and Bluebells children.
- 2.2 Parents/carers are requested to pass the care of their child to a specific member of staff who will ensure his/her safety and sign them in. The staff member receiving the child immediately records his/her arrival in the daily attendance register. Any specific information provided by the parents/carers should be recorded.
- 2.3 If the parent/carer requests the child to be given medicine during the day the staff member must ensure that the medication procedure is followed.
- 2.4 If a child is asleep when dropping off the parent/carer will be asked to stir/wake them before being handing over. If a child is asleep when parents/carers come to collect, staff will stir the child before handing them over to the parents/carers.

3. On Departure

- 3.1 If the child is not to be collected by the parent/carer at the end of the session, an agreed procedure must be followed to identify the nominated adult. Full name and a password are also required for the nominated adult. ID may also be asked for.
- 3.2 All medicines should be recovered from the medicine box/fridge only when the parent/carer has arrived and should be handed to them personally. The medication policy is to be followed here with regards to receiving a parental/carer signature.
- 3.3 No child should be handed over to anyone other than the known parent/carer unless an agreement has been made prior to collection or whether they are named on the “authorised to collect” list. If in doubt check the person’s identity by ringing the child’s parent/carer or their emergency contact number.
- 3.4 On departure, the child register must be immediately marked by the staff to show that the child has left the premises and time recorded.

4. Adults arriving under the influence of alcohol or drugs

- 4.1 The nursery's prime focus is the care and safety of the children it cares for. All procedures are written with this in mind.
- 4.2 If an adult arrives to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs, the senior member of management/room lead on duty will assess whether the child's safety and welfare may be impacted if released into this person's care.
- 4.3 The decision will be discussed with the adult and where required an additional named adult will be contacted to collect the child or this will be referred to First Contact if this is not possible. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play.
- 4.4 Where an adult is deemed unsuitable to drive due to suspected alcohol or drugs consumption, and may endanger them and others if they do, the nursery will intervene and endeavour to prevent this individual from getting back into the vehicle. The nursery reserves the right to also report such matters to the police and, in the case of any employees, reserves the right to take disciplinary action as may be appropriate.

5. Late Collection

- 5.1 All parents/carers agree an approximate arrival time at the nursery and are informed of procedures on what to do if they expect to be late. This includes:
 - Calling the nursery as soon as possible to advise of their situation.
 - Asking a designated person to collect their child wherever possible.
 - Informing the nursery of this person's identity so the nursery can talk to the child if appropriate. This will help to reduce or eliminate the distress that may be caused by this situation.
 - If the designated person is not known to the nursery staff the parent/carer must provide a detailed description of this person and full name, ID may be required. This designated person must know the individual child's safety password in order for the nursery to release the child into their care. This is the responsibility of the parent/carer to inform the person collecting the child.
- 5.2 In the instance of a child not being collected from the nursery after a reasonable amount of time, the following procedure will be initiated by staff:
 - Inform the nursery manager / staff member on duty "in charge", that a child has not been collected.

- The manager / staff member on duty “in charge”, will check for any information regarding changes to normal routines, parents/carers work patterns or general information. If there is no information recorded, the parents/carers will be contacted on the numbers provided for their mobile, home or work. If this fails the emergency contacts will then be contacted as per the child’s records.
- The manager/staff member on duty in charge and one other member of staff must stay behind with the child (if it falls outside normal operating hours). During normal operating times, staff ratios must be met and planned for accordingly.
- If the parents/carers still have not collected the child, the manager / staff member on duty “in charge”, will telephone all contact numbers available every 10 minutes until contact is made. These calls need to be logged on a full contact log and be added to a child’s chronology.
- In the event of no contact being made after one hour has lapsed, the person in charge will ring the First Contact Team, the police and Ofsted to advise them of the situation.
- The two members of staff will remain in the building until suitable arrangements have been made for the collection of the child.
- The child’s welfare and needs will be met at all times and to minimise distress staff will distract, comfort and reassure the child during the process.

6. Late Collection Charge

6.1 In line with Nursery Contract Terms and Conditions, and in order to provide this additional care and pay for any additional operational costs that caring for a child outside their normal nursery hours may incur, the following charges apply at session end time:

- Where the nursery has been notified of the late collection in advance before the session closing, a late fee of £10.00 will be charged to parents/carers for every 15mins.
- Where the nursery has not been notified of the late collection in advance before the session closing, a late fee of £15.00 will be charged to parents/carers for every 15mins.

7. Contact Numbers:

Name	Contact No
First Contact	0300 026 7979
Ofsted	0300 123 1231

8. Version Control / Revision History:

Current Status Version: Final

Approval date: 02nd June 2026

Version	Date	Changes	Changed by
Draft Version 2.0	6 August 2018	Draft version	Janice Grinter
Draft version 2.1	6 August 2018	Move to GES format	Janice Grinter, Nursery Administrator
Final version	31 August 2018	Approved	Kim Roberts, Nursery Manager
Draft Version 3	5 th Dec 19	Reviewed and Updated	Adele Warner, Deputy Manager
Final Version 3	5 th Dec 19	Approved	Kim Roberts, Nursery Manager
Draft Version 4	4 th Feb 21	Reviewed and updated with Covid Statement and 5.2 and 7	Adele Warner, Deputy Manager
Final v 4.0	4 th Feb 21	Approved	Kim Roberts, Nursery Manager
Draft version 5	14 th April 21	Updated 3.3 and 3.4	Adele Warner, Deputy Manager
Final v5	15 th April 21	Approved	Kim Roberts, Nursery Manager
Updated and Final Version 6	March 2022	Reviewed, Amended and Approved.	Marcus Martinez-Ferrell, Nursery Administrator, Kim Roberts, Nursery Manager
Draft version	16 th March 2023	Reviewed, amended 2.1, 3.1, 3.4 and 5.1 (section 5) added 2.4	Kim Roberts, Nursery Manager
Final Version 7.0	16 th March 2023	Approved	Kim Roberts, Nursery Manager
Draft version	15 th August 2024	Reviewed, amended 2, 2.2.	Kim Roberts, Nursery Manager
Final Version 8.0	15 th August 2024	Approved – Review March 2025	Kim Roberts, Nursery Manager
Draft Version	04 th April 2025	Reviewed, amended 5.1	Hayley Staff, Deputy Manager

Final Version 9.0	04 th April 2025	Approved	Kim Roberts, Nursery Manager
Draft Version	16 th June 2025	Reviewed, no changes	Hayley Staff, Deputy Manager, Kim Roberts, Nursery Manager, Adele Warner, Deputy Manager
Final Version 10.0	16 th June 2025	Approved	Kim Roberts, Nursery Manager
Draft Version	02 nd June 2026	Reviewed, updated section 2, point 2.4 and section 3, point 3.1 and section 4, point 4.2	Kim Roberts, Nursery Manager, Adele Warner, Deputy Manager, Hayley Staff, Deputy Manager
Final Version 11.0	02 nd June 2026	Approved	Kim Roberts, Nursery Manager