

# Razzy's Daycare & Nursery



Razzy's Daycare & Nursery  
Est. 2025

## Arrivals and Departures Policy

Date of Issue: December 2025

Review Date: December 2026

### Introduction

At Razzy's Daycare & Nursery, we are committed to ensuring the safety, security, and well-being of every child, family member, visitor, and staff member during arrivals and departures. We recognise that these times are critical points for safeguarding and for maintaining smooth daily routines. This policy sets out clear procedures for the safe handover of children, the management of visitors, and the accountability of all adults on site. It ensures that every child is received and collected safely, accurate records are maintained, and parents and carers are fully informed about their child's day, in line with the EYFS 2024 statutory framework and safeguarding best practice.

### Arrival Procedures

Children must be handed over directly to a designated member of staff, who assumes responsibility for their safety and well-being from the moment they enter the nursery. The receiving staff member records the child's arrival in the daily attendance register and notes any relevant information shared by the parent or carer, such as observations from home, recent experiences, interests, or health needs. Any requests for medication administration are handled in strict accordance with the nursery's Medication Policy, ensuring parental consent, accurate records, and safe storage and retrieval of medication. Staff are responsible for following these procedures consistently and reporting any concerns or unusual circumstances to the Designated Safeguarding Lead (DSL) immediately.

### Collection Procedures

Children are released only to parents, legal guardians, or other previously authorised adults. For any adult collecting a child who is not a parent or legal guardian, the **secret password system** recorded on the child's registration form must be verified. Staff are trained to request and confirm this password before releasing the child. Adults under the age of 18 are not permitted to collect children under any circumstances. In situations where an authorised adult arrives without the correct password, or there is any doubt about their identity, staff will contact the parent or emergency contacts immediately and will not release the child until verification is confirmed. Staff are responsible for marking

the attendance register to indicate the child has left the premises once the child has safely departed. Parents are reminded regularly about the password system and the importance of keeping it confidential to maintain children's safety.

### **Communication with Parents**

The child's key person or nominated staff member is responsible for planning the departure routine to ensure that parents receive meaningful feedback about their child's day. This includes information about meals, sleep, activities, interests, friendships, and any accidents or incidents that have occurred. When medication has been administered during the day, staff follow the Medication Policy to ensure parents sign the appropriate records and that all medication is returned safely. Open and accurate communication between staff and parents ensures continuity of care and supports children's emotional and social well-being.

### **Emergency and Contingency Arrangements**

In cases where a parent is delayed or an emergency arises requiring an alternative adult to collect a child, the nursery must be informed as soon as possible. Staff will verify the identity of the designated adult by contacting the parent or emergency contacts directly and confirming the secret password. If contact cannot be made, staff follow the procedures outlined in the nursery's Late Collection Policy, which may include contacting local authorities for advice. Staff are trained to respond calmly and professionally in all emergencies, prioritising the safety and welfare of children at all times.

### **Visitors and Unauthorised Access**

All visitors, including contractors and professionals, must sign in and out using the visitors' book and be supervised at all times while on nursery premises. Staff are vigilant in monitoring arrivals and departures to prevent unauthorised access. In the unlikely event that someone gains access without permission, staff will engage the person safely, initiate the Lockdown Policy if necessary, and contact the police. Any breach of security triggers a review of the Arrivals and Departures procedures and associated risk assessments to strengthen future safeguarding measures.

### **Staff, Volunteers, and Students**

All staff, students, and volunteers are required to sign in and out of the building, including during breaks and lunchtimes, to ensure accurate records of who is on site at all times. Staff are responsible for familiarising themselves with arrival and departure procedures, including the secret password system, and for ensuring compliance with safeguarding practices. Any concerns regarding child safety, visitor conduct, or unusual circumstances must be reported promptly to the DSL.

## **Integration with Other Policies**

This Arrivals and Departures Policy operates alongside the Safeguarding and Child Protection Policy, Medication Policy, Late Collection Policy, Supervision of Visitors Policy, Alcohol and Substance Misuse Policy, and Code of Conduct. Together, these policies ensure a cohesive approach to child safety, security, and well-being during all arrivals, departures, and transitions within the nursery.

## **Policy Review**

This policy will be reviewed annually or sooner if there are changes to EYFS statutory guidance, safeguarding legislation, or Ofsted requirements. Staff will be informed of any updates and receive training as needed to ensure full understanding and consistent implementation of procedures, including the secret password system.