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## Arrival and Departure of Children policy

### Statement of Intent

YMCA Brunel Group will ensure that all children, parents and carers receive a warm and friendly welcome from familiar staff upon arrival and that staff members ensure that children are handed over safely at the end of every session.

**Aim:** To ensure the arrival and departure of children is carried out safely and to promote the welfare of children in our care.

### Arrival of Children

- Entrance to the childcare setting area is via a security release or locked door.
- Parents/carers will be met at the door by a familiar member of staff who will admit them through the door and greet the child and parents/carers.
- Parents are requested not to let any other parents/carers/visitors into the setting when they are arriving or departing, but to request the person rings the bell at the main entrance and waits for a staff member to let them in.
- Parents/carers should ensure the door is fully closed behind them when they either enter or leave the building.
- Children are to be taken into their rooms or area by the person who is responsible for them upon arrival (parent/carer) and place the child's coat and bag on their child's named peg.
- Parents/carers are requested to pass the care of their child to a member of staff.
- Parents/carers will be given the opportunity by staff to pass on and receive any information regarding their child and to make specific requests relating to their child's care.
- Any specific information provided by the parents/carers should be recorded and passed on to the relevant member of Staff/Room Leader/Key Person.
- If a Parent/carer requests that prescribed medication be given during the day the staff member must ensure that the "Prescribed Medicines Administration Form" is completed following the procedure detailed in the Health and Safety Policy.
- Parents/carers are encouraged to fully settle their child before leaving them. If the child is distressed the parent/carer should, whenever possible, be encouraged to spend more time helping the child to settle and to staff will discuss further strategies with parents/carers.
- Staff will record the arrival time of each child within 2 minutes of arrival.
- If a child has an existing injury, bruise, bump etc parents/carers have a responsibility to inform staff members of this and should complete a safeguarding form for the pre-existing injury.
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### Departure of Children

- Parents must authorise and provide names of the person(s) collecting their child. These details will be held under the GDPR basis.
- Parents/carers should always inform the setting when someone other than themselves will be collecting their child and will be required to have a password. Should the parents/carers omit to inform the setting, their child will not be released until the parents/carers can be contacted and confirm this information.

- Children will only be released from the care of the setting to individuals named by the parents/carers.
- After granting access to parents/carers, the member of staff is responsible for ensuring the person collecting is authorised to do so by reference to the registration form. Should a person who is not known to the staff member arrive to collect a child, they will not be allowed entry to the setting until the person is identified as being known to the setting by a staff member.
- If the child is not collected by the usual parent/carer at the end of the session, staff should be informed of who will be collecting them and if unknown to them, a security question/password is to be asked of the nominated adult upon collection of the child.
- Parents/carers must ensure that a suitable person will collect their child in their absence ***(Suitable person must be over 16 years old and be capable of caring for the child in the absence of the child's parent/carer)***
- Any person arriving to collect a child who appears to be under the age of sixteen years or under the influence of alcohol or drugs will not be allowed to take the child from the setting and an alternative carer will be informed. See separate alcohol and substance policy.
- Time will be given to parents/carers on departure for the exchange of information relating to their child. If a longer time is required, the key worker may suggest an alternative time for a longer session.
- Staff members are responsible for ensuring any medicine/accident/incident/safeguarding forms are completed, signed and dated by the parents/carers before departing with their child.
- On departure, the child must be immediately marked on the register by a member of staff to show that the child has left the premises.
- On departing, parents should encourage their child to hold their hand whilst leaving the building to ensure their child's safety.

### **Opening Hours**

- The childcare setting opening hours should be adhered to. Children may not be dropped off before their session begins but parents/carers can arrive or collect their children at any time between their set times, but these hours will not be refunded. The child must be collected by the end of their session and parents/carers should be aware of the opening and closing times of our settings.
- If parents/carers experience unexpected collection difficulties, they should telephone us as soon as possible. Staff will always be sympathetic to delays.

### **Late Collection**

- If a parent/carer or authorised person collecting the child is going to be late, staff must be informed before the end of the session.
- Two allocated members of staff will stay with the child.
- If the designated adult is late in picking up the child without warning, we will try to contact the parents/carers or other named authorised contact persons.
- There is a £10.00 late collection charge. Repetitive late collections will result in your child's sessions being cancelled or changed. This will be at the manager's discretion and will be discussed with you beforehand.
- In the event of staff not being able to contact parents, staff will follow the procedures in the Non-Collection of Children Policy.

All other policies relating to YMCA Brunel Group are available for you to read at the childcare setting or on our web site.

**Signed on behalf of YMCA Brunel Group**  
(original signed copy held at registered office)



Mike Fairbeard

**Role of Signatory**

Chief Executive

**Date of Review of Policy**

January 2027

**Approved by trustees**

31<sup>st</sup> January 2026