



Arrivals and Departures Policy

Updated in line with the Statutory Framework for the Early Years Foundation Stage (EYFS) effective 1 September 2026, Working Together to Safeguard Children 2026, and Keeping Children Safe in Education (KCSIE) 2026 as supplementary safeguarding guidance.

At Ringle Rainbow Nursery, we are committed to safeguarding all children and ensuring their wellbeing from the moment they arrive until they are safely collected. This policy sets out clear procedures for safe arrival, attendance, handover and departure, and should be read alongside our Safeguarding and Child Protection, Attendance, Medication, Uncollected Child and Visitors policies.

Arrivals

Children and families are greeted on arrival by a member of staff. The child's actual time of arrival is recorded promptly in the daily register using BabysDays. Staff remain alert to the child's presentation and wellbeing at handover and parents/carers are encouraged to share relevant information, including changes in health, medication, sleep, behaviour, family circumstances or anything that may affect the child's welfare.

Where information shared at arrival raises a safeguarding or welfare concern, staff must record the information accurately and pass it to the Designated Safeguarding Lead (DSL) without delay, in accordance with the nursery's safeguarding procedures. Information will be shared with other agencies where necessary to safeguard the child.

If medication is brought into nursery, the receiving member of staff will ensure the required medication records and permissions are completed and that the medication is stored safely and appropriately in accordance with the nursery's Medication Policy.

Departures

The child's actual time of departure is recorded in the daily register. Children will only be released into the care of a parent/carer or another person who has been authorised to collect them.

Where a child is to be collected by a person who is not known to nursery staff, the parent/carer must notify the nursery in advance. The nursery will use its agreed collection verification arrangements, which may include a password and photographic identification. Staff must be satisfied that the person is authorised before releasing the child. If there is any doubt, the child will remain safely in the nursery while the parent/carer or an authorised emergency contact is contacted.

At handover, staff will share relevant information about the child's day. Any accident, incident, medication or other information requiring acknowledgement will be shared and recorded in accordance with the relevant nursery policy.



Unexpected Changes in Collection

Parents/carers must inform the nursery as soon as possible if collection arrangements change. Staff will verify the change using the contact details and security information held on the child's record and will document the amended arrangement on BabysDays where appropriate. A child will not be released where staff cannot satisfactorily verify the identity or authority of the person collecting.

Where a parent/carer is significantly delayed or a child remains uncollected, staff will follow the nursery's Uncollected Child procedure. The child will remain appropriately supervised and reassured while reasonable attempts are made to contact parents/carers and emergency contacts. Children's social care or other appropriate agencies will be contacted where necessary to safeguard the child.

Attendance, Absence and Safeguarding

Attendance and absence are safeguarding matters. The nursery maintains an accurate daily record of each child's attendance, including their actual arrival and departure times. Parents/carers are expected to notify the nursery when their child will be absent and, where possible, provide the reason for absence.

In line with the EYFS safeguarding requirements effective from 1 September 2026, unexplained or prolonged absences will be followed up promptly. Staff will monitor patterns and frequency of absence and will contact parents/carers and, where appropriate, emergency contacts if there is a concern about a child's welfare.

Repeated, unexplained or concerning absence, failure to make contact, or any other information suggesting that a child may be at risk will be brought to the DSL. The nursery will consider the individual child and family circumstances and may seek advice, make a safeguarding referral, request a welfare check or share information with relevant agencies where necessary. Staff must not wait for a pattern to develop before acting where there is an immediate safeguarding concern.

The nursery recognises, consistent with Working Together to Safeguard Children 2026 and the safeguarding principles reflected in KCSIE 2026, that absence can be an important indicator of abuse, neglect, exploitation or other welfare concerns.

Collection Restrictions and Safeguarding Concerns

Any restrictions concerning who may collect a child must be communicated to the nursery and supported by relevant information or legal documentation where applicable. The nursery will act in the child's best interests and in accordance with safeguarding procedures and any applicable court order. Staff will seek management or safeguarding advice where collection arrangements give rise to a welfare or safety concern.

If a person attempting to collect a child appears intoxicated, impaired, threatening or otherwise unable to provide safe care, staff will not knowingly place the child at risk. The



DSL or senior person in charge will be informed immediately and appropriate safeguarding action will be taken, including contacting another authorised adult, children's social care or the police where necessary.

Arrivals and Departures of Visitors

All visitors must follow the nursery's visitor procedures, including signing in and out and providing identification where required. Visitors must be appropriately supervised unless the nursery has established that they are authorised to be unsupervised. A Disclosure and Barring Service (DBS) check does not, by itself, determine whether a visitor may be left unsupervised; the nursery will consider the visitor's role, purpose, safeguarding status and the setting's procedures.

Visitors, contractors and professionals must not have unsupervised access to children unless this has been specifically authorised and is appropriate to their role. Staff remain responsible for maintaining children's safety and supervision at all times.

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