

First Steps (Bath)

Arrival and departure policy and procedure

Policy statement

First Steps aims to ensure that the transition to and from nursery is as smooth as possible and supports independence.

On Arrival

Staff will welcome all children by name in a happy and friendly manner. Parents/carers must pass the care of their child to the practitioner at First Steps Nurseries and inform them of any information concerning the individual child's wellbeing e.g., health, personal events/ requirements.

This information will then be passed on to the relevant practitioner(s) and recorded where needed.

When a child arrives at a First Steps setting their time of arrival will be recorded on a register.

Parents are asked that they do not let any other parents in and out of the building, and to wait for a member of First Steps staff to greet all parents at the door.

On Departure

When a child is collected from a First Steps nursery their key person or other staff member will provide the parents with information about their day. If the child's key person is not available, the information will be passed on to another practitioner. Information about the child's day such as nappy changes, what they have eaten, and their sleep will also be posted on the parent app.

When a child departs a First Steps setting their time of departure will be recorded on the register.

Under no circumstances will any child be allowed to depart from a First Steps premises unless prior permission has been granted from the child's parent or legal guardian. If due to unforeseen circumstances, a parent is unable to collect their child, First Steps Bath must be informed at the earliest opportunity.

If the parent assigns an alternative adult to collect the child, parents must provide the following information as proof of identity and ensure that the alternative adult is well known to the child. This information must be recorded and a senior person informed.

- person's name
- password or phrase to be used.
- their relationship to the child
- brief physical description of the person who will be collecting the child.
- Proof of ID may be requested.

If First Steps is not informed of an unauthorised person collecting a child, the child will not be able to leave the premises until a senior member of staff has been able to contact the child's parent/carer to ensure that permission has been granted for the child to go with the adult who has arrived to collect the child.

Separated Parents

In line with family law - if parents become separated during the time that the child attends a nursery setting, please be aware that in the absence of a Court order to the contrary, staff are unable to refuse a parent who has parental responsibility to collect the child in ordinary circumstances. At the time of registration, one parent will be assigned the child's 'lead parent' and this will ordinarily be the person with whom the child lives for most of their time.

If there are any Court orders about a child, this will need confirmation, including confirming the terms of the order, as part of the enrolment process. In this way, staff have full knowledge of who the child lives with and any other arrangements for that child.

At the time of enrolment, each parent will provide full photographic identification and a copy of the child's birth certificate (along with any orders for parental responsibility) so that staff are aware of who the parents of the child are and who has parental responsibility for that child. In a situation where photograph identification of a parent and confirmation that they hold parental responsibility is not held at the time they attempt to collect the child; the person will be asked to wait in our reception area until further investigations can be undertaken.

This will include seeking information from the lead parent who we have on file as having parental responsibility for the child. If it is not possible to ascertain the identity of someone who has parental responsibility for the child or obtain permission from the lead parent, then we will not be able to allow the child to be removed from the setting.

If a parent is not able to provide full photographic identification at the time of collection and is unknown to staff the child will not be released to that parent.

All parents are reminded that this is a child-focused setting, and a strict approach will be taken when handing over a child to any person who would not normally be collecting a child. Obligations to safeguard every child are taken seriously. Unless staff are entirely satisfied that a parent who does not usually live with that child is legally able to remove the child then we will not allow the child from our premises.

Whilst further enquiries are made to satisfy our obligations parents are requested to remain respectful. Any abusive behaviour will not be tolerated, and parents will be asked to leave until the matter can be resolved. If parents do not leave the premises, the Police will be contacted to ensure that all children and staff in the setting are safeguarded appropriately.

If there are concerns about the child's safety, staff may ask the lead parent to collect the child as soon as possible. If that person is unable to collect the child immediately, the child will be kept on the premises until that parent, or an authorised person can collect them.

Where a Court order is in place which confirms the arrangements for which parent should be having the child on any given day, it is not possible to override that order unless confirmation of an agreement to do so between the parents is received in writing or where there are clear safeguarding concerns where the Police and/or Children's Services have been contacted.

If there are any safeguarding reasons why a child cannot be removed by any other person, this information should be given to the nursery immediately upon enrolment or at the first available opportunity following awareness of the safeguarding concerns.

Policy developed by the First Steps Senior Management Team: Roz Lambert, Charlotte Millar, Louise Hewings; Stefanie Walbyoff, Sarah Elliott,

Policy approved by the Board of Trustees: 19th July 2022

Reviewed by SMT June 2024

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