



Arrivals, Departures and Daily Handover Procedure

Aim

At Clare House Nursery, we recognise that arrivals and departures are significant moments in a child's day. Positive, calm and consistent handovers help children to feel safe, secure and emotionally supported while promoting strong partnerships with families.

Our aim is to ensure that every child experiences a warm welcome, a smooth transition between home and nursery, and a safe handover at the end of each session.

Arrivals

- Every child is warmly welcomed into the nursery by their Key Person wherever possible. If the Key Person is unavailable, a familiar member of the team will provide continuity of care.
- The member of staff greeting the child will ensure they are signed into the register, recording their arrival time alongside with a signature of the staff member that has seen them into nursery.
- Parents and carers are encouraged to share any important information about their child's wellbeing, sleep, medication, meals, mood or any changes that may affect their day.
- Staff will confirm collection arrangements, including who will be collecting the child and any changes to the usual routine.
- Parents will be informed of any relevant information about the nursery day, including planned outings, visitors, activities or staffing changes where appropriate.
- Staff will sensitively support each child to separate from their parent or carer at their own pace, recognising that every child settles differently.
- Parents are encouraged to say goodbye before leaving, reassuring their child that they will return. We discourage leaving without saying goodbye, as this can cause confusion and anxiety.
- Any information shared during arrival is communicated promptly to the child's Key Person if they were not present when the child arrived.

Staff Handover During the Day

To provide consistent, high-quality care throughout the day:

- When staff change shifts or take breaks, responsibility for each child is handed over to a designated member of staff.
- Wherever possible, the same familiar practitioner will provide cover to promote consistency and security.
- Any important information relating to a child's care, wellbeing, medication, sleep, food intake or messages from parents will be shared during staff handovers to ensure continuity of care. Where appropriate, key information and messages will be recorded in the daily register on the relevant date to ensure all staff are informed and important information is not overlooked.
- Staff ensure all safeguarding, welfare or medical information is passed on accurately and confidentially.

Departures

- Children are handed over personally to their parent or authorised collector by their Key Person wherever possible, or by another familiar member of staff.
- Staff provide a meaningful verbal handover, sharing information about the child's day, including learning experiences, meals, sleep, nappy changes or toileting, wellbeing, achievements and any concerns.
- Accident, injury, medication or incident records are discussed with parents and signed where required before the child leaves.
- Where sensitive, confidential or safeguarding-related information needs to be shared, staff will ensure conversations take place away from other children, parents and visitors. Wherever possible, discussions will be held in a private area, such as the nursery office or another suitable confidential space within the nursery, to maintain confidentiality and respect the privacy of the child and their family.
- Children are signed out of the register as they leave the nursery.
- Staff remain vigilant during departures to ensure no child leaves the premises unnoticed and that the nursery remains secure.
- Children will only be released to individuals named on the child's registration records or to another adult authorised by the parent or carer. Where an unfamiliar person arrives to collect a child, staff will follow the nursery's Collection of Children Procedure and verify their identity before the child is released.

Monitoring Attendance and Absence

Regular attendance supports children's wellbeing, learning and development.

- Parents are asked to notify the nursery if their child will be absent due to illness, holiday or any other reason.
- Attendance is monitored daily.
- If a child is absent without explanation, the Nursery Manager or designated member of staff will contact the family to check on the child's welfare and ensure they are safe.
- Any concerns regarding a child's attendance or welfare will be managed in accordance with the nursery's Safeguarding and Child Protection Policy.

Returning After a Prolonged Absence

Where a child has been absent for an extended period, staff will work closely with parents to support a positive return to nursery.

Depending on the child's age and individual needs, this may include:

- opportunities to re-establish relationships with familiar adults
- additional reassurance and emotional support
- gradual re-settling sessions where appropriate
- sharing information with parents to ensure continuity between home and nursery.

Our priority is to ensure every child feels safe, valued and emotionally secure throughout their transition back into nursery.

Collection by an Alternative Adult

The safety and welfare of every child is our highest priority. To ensure children are only collected by authorised individuals, Clare House Nursery follows robust collection procedures.

- Parents and carers are asked to inform the nursery as soon as possible if someone different will be collecting their child.
- Wherever possible, this information should be provided before collection time by telephoning the nursery.
- Parents will be asked to provide the full name of the person collecting, their relationship to the child and, where appropriate, a brief description to help staff identify them.
- The nursery's agreed collection password will be confirmed with the authorised collector before the child is released.
- Staff will ask the collector to introduce themselves and may request photographic identification if they are not known to the nursery or if there is any uncertainty regarding their identity.
- If an individual arrives to collect a child unexpectedly and staff have not been informed in advance, **the child will not be released** until staff have contacted the child's parent or legal carer to obtain verbal authorisation and confirm the identity of the collector.
- If staff are unable to contact the parent or legal carer, or have any concerns regarding the identity or suitability of the person collecting, the child will remain safely at the nursery until appropriate authorisation has been received.
- Any concerns regarding an unauthorised collection, unexpected changes or disputes over collection arrangements will be managed in accordance with the nursery's Safeguarding and Child Protection Policy and, where necessary, advice will be sought from Children's Social Care or the Police.
- Any changes to regular collection arrangements should also be updated on the child's registration records where appropriate.

These procedures help ensure that every child is collected safely and only by individuals who have been authorised by those with parental responsibility.

