



Arrival and Departures procedure

On entry to the nursery all staff, children and visitors must sign in in the register in reception and sign out on departure.

The front door must only be open by a member of staff and not by parents or visitors.

Collection of children

Children will only be released to the parent/guardian of that child unless written or verbal authorisation from that parent/guardian is given to Footsteps for release of the child to another person. If this is a permanent arrangement we ask for it in writing from the parent/guardian authorising collection of their child by the named person at any time from Footsteps. We also ask that the authorised person brings with them photo identification.

In the event that a court order exists to prevent access to a child then Footsteps cannot accept any liability or responsibility whatsoever for the release of that child to a prohibited person unless presented with the original court order.

Where the parent/guardian or other authorised person fails to collect at the due time Footsteps has a duty of care to take reasonable steps as are necessary to protect that child and his or her safety.

In the event that a child is not collected at the end of a session and the nursery has not been informed, Footsteps Day Nursery & Pre-School will take the following steps:

1. Every effort will be made to contact the child's parent/guardian or persons authorised to collect. During this time not less than two members of staff will be with the child on the premises.
2. In the event that the authorised persons are not contacted Kelly Carter or Denis Mair will be informed, if not already aware.
3. The situation will be reported to Social Services after 45 minutes and the child kept at a place of safety. It will also be reported to Ofsted.

Lost children

In the event of a child becoming lost whilst in the care of Footsteps Day Nursery & Pre-School, the following action will be taken:

- Inform the Manager
- Search the premises, inside and out
- Search the surrounding areas
- Contact the child's parents
- Inform the Owners
- Notify the police

Reports must be written including times, dates, circumstances surrounding the incident and people involved. Other children will be comforted so as not to cause distress. Ratios will be maintained for remaining children and will inform Ofsted within 14 days. An investigation after any such event will take place with a security and policies and procedure review.