

Arrival and Collections Policy

At Banstead Bunnies Preschool we are committed to always ensuring the safety of the children. We acknowledge that arrival and departure times at the preschool are of a high risk in terms of the safety of the children and therefore follow the procedures set out below to address this:

Drop-Off Procedure

- Doors will be open from **9:00am to 9:20am**.
- A member of staff will be positioned at the main entrance door and another at the hall door. The member of staff at the main door will question and stop anyone not known to the setting and refuse entry calling the Manager or Deputy to assist if needed.
- Access to the hallway will be limited to **two parents/carers and their children at a time**.
- Parents/carers should place their child's belongings on their coat peg before entering the hall to help settle their child.
- Children will be registered by a member of staff as they enter the hall. The legal register once taken will be kept in the box with the emergency evacuation kit, visitors book and emergency contact book.
- Children will also register themselves with their name labels.
- Once the hallway is clear, the next families will be invited to enter.

We kindly ask for your patience and cooperation with this process to ensure all children can be welcomed safely and supported inclusively.

- Outside of arrival and collection times, the door will be kept locked (the key will be placed on a hook high up next to the door). Prior to locking the door all toilets will be checked to ensure no-one has been missed or is hiding.
- When the outside play area is opened to the children both the gates will be bolted.
At this time a member of staff will be always outside with the children.
- Parents/carers are asked to inform the preschool if their child cannot attend the session, and out of courtesy give an explanation. Where the preschool has not been informed of a child's absence on the session of absence, the Manager or Deputy will telephone to try to ascertain the reasons, in line with our Safeguarding Policy and procedure.

Collection Procedure

- Children's belongings and trays will be placed in the hallway at the end of the day.
- Parents/carers will not enter the hall during collection. They **MUST** wait in the hallway.
- Parents will approach the member of staff at the door, and the child will be brought them.

- To maintain a safe and orderly collection process, only two families at a time will be permitted in the hallway. Once they have collected their child and exited, the next families will be invited forward.
- Children will only be allowed to leave the setting with adults who are named by parents on the collection form. Evidence of identity in the form of a passport or new style driving licence will be required the first time an authorised person collects a child if they are not known to the preschool. As well as knowledge of the password for that child given by an adult who hold legal responsibility for the child.
If this form of ID is not available, parents are required to introduce the named person to pre-school staff before they collect their child for the first time.
- No children will be allowed to leave the premises in the care of another minor, even if stated on the form from parents.
- We ask parents to collect children promptly. If a child is not collected at the normal time, staff will follow the 'Uncollected Child Procedure.'
- All staff will be recorded on the register, for Health and Safety and Fire Evacuation reasons.

Visitors

- Visitors will be asked to provide identification if unknown to the manager and may be asked to wait outside whilst their identity is verified.
- Visitors will be asked to sign in and out, in the visitor's book and wear a sticker/identification badge during their time in preschool, if they do not have their own badge.
- Members of staff will not admit visitors if they do not have an appointment, are not recognised by the staff, or cannot show their identification. They may be asked to phone the manager to make an appointment.
- General viewing appointments for prospective families are held in small groups on planned dates due to ratio requirements, and to minimise disruption to the children in setting.
- Parents who visit will be supervised with all children. They will however be able to take their own child, by themselves with no other children (no groups/pairs) to the toilet.