

Bizzie Lizzies Nursery and Pre School.

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Preschool Ofsted URN – EY2549120 RP
number - 906327

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Bizzie Lizzies Pre School
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Arrivals and Collections

Links to Other Policies

- **Safeguarding Children Policy** – Ensuring the welfare and safety of all children.
- **Visitors Policy** – Managing access to the setting safely.
- **Non-Collection of a Child Policy** – Procedures if a child is not collected.
- **Induction of New Children Policy** – Supporting children who are new or finding drop-off challenging.

Introduction

This policy outlines how Bizzie Lizzies facilitates **safe, stress-free arrival and collection times** for children, and the expectation that families will work with staff to ensure children's safety and wellbeing.

Aims

- Facilitate a **stress-free drop-off and pick-up** for children and parents/carers.
- Keep all children and adults **free from harm**.
- Ensure that children are **only collected by authorised adults**.

Arrival Procedures

- Parents/carers bring their child to nursery or pre school via the **front gate and door**, which is kept secure from the inside.

- A staff member will **open the door promptly**; parents may knock or ring if no one is immediately available.
- Staff **welcome both child and adult** on arrival.
- **Parents/carers are not routinely permitted to enter** the building to maintain safe practice.
- Meetings with staff may be arranged if ratios allow, usually in the **office or at a mutually agreed time**.
- The child's **arrival time is recorded** in the Famly app register.

If a Child is Reluctant to Arrive

- The child's **key member of staff** will meet them at the door when possible.
- **Gentle encouragement** will be offered.
- Parents/carers should encourage the child positively and **hand the child to a staff member**, being honest about pick-up times and discussing the day ahead.
- If a child continues to struggle, a **plan is developed with the key worker and parent/carer** to improve drop-off experience.
- If a child is distressed during drop-off, a staff member will **send a message via Famly within 30 minutes** to update the parent/carer.
- Extremely distressed children may require the parent to stay until the child can remain safely, potentially following the **Induction of New Children Policy**.

Collection Procedures

- Parents provide detailed information on the **Registration Form**, reviewed annually:
 - Home address and telephone number (or alternative contact)
 - Place of work, address, and telephone number (if applicable)
 - Mobile telephone number (if applicable)
 - Names, addresses, and phone numbers of **authorised adults** who may collect the child
- Parents must inform staff if:
 - They will not be at home or in their usual place of work
 - A person other than an authorised adult will be collecting the child, providing **name, address, and telephone number**
- **Verification procedures** may be used, such as a password.
- Children will **not leave the setting** with anyone who is not authorised without prior permission.

- If staff suspect that the adult collecting a child is **under the influence of drugs or alcohol**, the child will remain at nursery until another authorised adult arrives. Staff will **record the incident confidentially**, and safeguarding procedures may be implemented.

Non-Collection and Safeguarding

- If a child is **not collected on time** and no authorised adult is available, the nursery will follow:
 - The **Non-Collection of a Child Policy**
 - Safeguarding procedures as outlined in the **Safeguarding Children Policy**
- Parents are expected to **inform the nursery of changes** so backup arrangements can be initiated if required.