



(Charity No:1023883)

Child Arrival and Collection Policy and Procedure

Session times: Morning session 9.00 - 12.00 noon

Lunch club 12.00 - 12.30pm

Afternoon session 12.30 - 3pm

Arrival

The building has two entrances. One is on Manor Road and the other is through the Ramsey Manor Lower School Playground.

It is only possible to use the playground entrance when the Ramsey Manor children are not in the playground. This may mean that lunch club and afternoon drop off and collections will have to be made via the front entrance. If the gate to the Ramsey Manor Lower school playground is locked then you are not permitted to use the rear entrance.

At the beginning of each session parents are requested to take their children to the door where a member of staff will meet each of the children. They will then go inside and hang up their coats, find their apples (part of our self registration process), and also find their badges. Please ensure that you arrive on time for the session, late arrivals disrupt the session and this unsettles the children. There will be a brief chance for you to speak to members of staff however should you require a more in depth talk with the staff please request an appointment time when the staff can give you their full attention.

We would ask that parents do not come into the room with their children, however we do realise that this is not possible for all new starters and, parents/carers should discuss how best to settle their child with the staff.

All of the children have a named "apple" and they hang this apple on our apple tree, this is called self registration. The children are also marked on a formal register by a member of staff when they enter the room.

Collection

Please ensure that collections are made promptly. The session times are as above.

It is important that if you are going to be late for any reason that you telephone to inform staff. We do operate a fining system for any parents who persistently collect their child late.

A child is not permitted to leave the main room without the appropriate parent or carer to accompany them.

We operate a password system. All parents/carers will be asked for a password when the child starts pre-school. If a parent/carers needs an alternative person to collect their child then they must ensure the person they are sending to collect knows the password. This person will be asked to step inside the room and write the password down. The member of staff on the door will double check this against the original password given by the



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parent if it is a match the child may be collected. If it does not match we shall attempt to contact the parent/carers and the child **WILL NOT** be allowed to leave the pre-school. The written password will then be shredded.

This collection policy will also be used for collection from Lunch Club.

Late Collections

Where possible parents are advised to telephone (**01582 883238**) the pre-school to advise that they will be late.

In line with other childcare establishments a fining system is in place for those who are regularly late to collect their child. The fining system operates as follows:

If a child remains 10 minutes after the other children have been collected the parent/carer will receive a warning.

After 3 warnings, which will be issued in writing, a fine of £20 will be applied.

This procedure has been introduced as late collections can be extremely stressful for the child as well as placing extra strain on staff resources.

Staff will wait 10 minutes before contacting the parent to alert them to the late collection.

Should the parent be unavailable the staff will contact the alternative contact.

Uncollected Child

Should neither contact be available and the child remains uncollected for a period of 30 minutes, social services will be contacted.



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