

NEW HOPE-WORCESTER

ARRIVALS AND DEPARTURES POLICY

Arrivals at New Hope-Worcester will be a positive and calm experience for all children. Staff will welcome all families on arrival and ensure that time is spent communicating with the family about the child during arrivals. All children are unique, and require different levels of support and plans for their needs. We will prepare for the arrival of each child carefully. We will cater for their needs during arrivals and departures. We aim to make all children feel welcome, safe and confident in their new surroundings.

ARRIVALS

Before a child starts at New Hope-Worcester, we will use a variety of ways to provide his/her parent/carer with information. This may include written information, visits to home and school, and individual meetings with parents. The parents/carers will also be responsible for completing the Parent Pack, to ensure New Hope-Worcester's staff receives sufficient information about the child.

- Children and parents/carers will be informed about our routines and the programme of activities. They will be shown around the venue, told where they can and cannot go and have both registrations and signing out procedures made clear.
- All children will have a daily-nominated key worker who will take responsibility for observing the child and reporting back to the parents, either verbally or through the children's communication diary.
- Parents/carers will be offered the opportunity to stay with their child for a period of settling in during the first week.
- Staff will observe children, as to how they are feeling, what activities they enjoy and if they are unhappy with anything. The activities will be reviewed weekly to ensure they are appropriate and enjoyable for the child.
- Staff will always be available to discuss any concerns with parents/carers. Additional support will be made available via Managers.

It is the responsibility of the Managers to ensure that an accurate record is kept in the setting, and that any arrival or departure is in the register. On arrival a designated member of staff will record the child's attendance in the register, and record the time of arrival.

DEPARTURES

Children should be collected by the authorised parent/carer at the end of the day, name of nominated person to be written on each day of the register by the parent/carer bringing the child in the morning. Staff will only release child to the named person parent/carers write on the register each morning.

If a parent/carer is going to be late collecting their child, staff must be informed on arrival. If they are late, without prior warning the Uncollected Children Policy will be activated. A time period of 30 minutes will be given prior to this policy being activated.