



---

Play, Learn and Grow Together – Our Passion is Their Future

Address: St Helen's Pre-School, Beaumont Road, Costessey, Norwich, NR5 0HG

Email: [preschool.sthelens@gmail.com](mailto:preschool.sthelens@gmail.com)

Email: [sthelens.committee@gmail.com](mailto:sthelens.committee@gmail.com)

Email: [sthelens.manager@gmail.com](mailto:sthelens.manager@gmail.com)

Website: [www.sthelenspreschool.org](http://www.sthelenspreschool.org)

Phone No: 01603 749901

Ofsted No: 2548280

Charity No: 1036697

---

## Arrivals and Departures Policy

### Policy Statement

St Helen's Pre-School ensures that all children are greeted warmly and supported to settle into the environment. Accurate records of attendance are maintained at all times and children are only released to authorised adults. Clear safeguarding procedures are followed if a child is not collected. Our arrival and departure procedures promote safety, emotional wellbeing and strong partnerships with parents and carers. This policy is written in line with the EYFS Statutory Framework Safeguarding and Welfare Requirements.

### Arrivals

An accurate and up-to-date registration form (Appendix A) is kept for every child attending St Helen's Pre-School. No child will be admitted until all required documentation has been completed, including emergency contact details, permissions and relevant medical information.

Upon arrival, all staff complete a verbal handover with parents or carers. For younger children, additional information regarding sleep, feeds and wellbeing may be required to ensure continuity of care. Children must be handed over awake directly to a member of staff so that their wellbeing can be visually checked and they can be safely settled into the environment. Babies and young children are removed from car seats immediately upon arrival, as car seats are not suitable for prolonged sleeping within the setting.

Registers (Appendix B) are completed immediately, recording each child's arrival and departure times. The Lead Practitioner is responsible for completing and overseeing the register for the session and for updating the operational board, which clearly displays the number of children in attendance, the number of staff present and the legal ratio requirements. The Manager or Deputy will provide support and oversight where required to ensure safe practice and compliance.

Regular headcounts are carried out throughout the session in addition to the register to ensure children are accounted for at all times. Headcounts are always completed after children return from the outdoor area and before gates are opened during transition times to ensure all children are safely accounted for prior to collection or movement between areas.

Registers are kept on the premises at all times. A copy of the register is taken on trips and outings to ensure children can be accounted for at all times.

## Arrivals & Departures Policy

External doors are monitored during arrival times to ensure children's safety. Visitors are required to sign in and follow safeguarding procedures.

### Departures

Children will only be released to a parent, carer or a person named on the child's enrolment form (Appendix C). If a different person is collecting, parents must inform the setting in advance. A password system will be used where necessary and photo identification may be requested if the person collecting is not known to staff. St Helen's Pre-School reserves the right to refuse to release a child if there are concerns regarding the authenticity, suitability or capacity of the person collecting.

Children's departure times are recorded on the register. The register remains the responsibility of the Lead Practitioner for the session to ensure accuracy and oversight.

If a collecting adult appears to be under the influence of alcohol or drugs, behaves aggressively or is otherwise unable to care safely for the child, staff will not release the child if there are immediate safeguarding concerns. The Designated Safeguarding Lead (DSL), or Deputy DSL in their absence, will be informed immediately and the Safeguarding and Child Protection Policy will be followed. Advice may be sought from Children's Advice and Duty Service (CADS) where necessary.

### Late Collection

If a child is not collected at the agreed time, parents will be contacted immediately. A late collection charge may apply for every additional fifteen minutes unless prior arrangements have been made with the Manager or Deputy in charge of the session. Two members of staff will remain on site with the child at all times to ensure safeguarding procedures are maintained. The child will be reassured and supervised in a calm and safe environment until collected.

### Uncollected Child Procedure

If a child is not collected at the agreed time, staff will attempt to contact the parent or carer immediately using the contact details provided. If no response is received, emergency contacts listed on the registration form will be contacted. A written record of all contact attempts will be recorded in line with our Safeguarding procedures.

Two members of staff will remain with the child at all times. The child will be reassured and supervised in a calm and safe environment.

If no contact has been made within one hour of closing, the Manager, Deputy in charge of the session or DSL will contact Children's Advice and Duty Service (CADS) and follow the Safeguarding and Child Protection Policy. Under no circumstances will a child be left unsupervised.

### Policy Review

This policy will be reviewed annually or sooner in response to legislative or operational changes.

## Arrivals & Departures Policy

This policy has been adopted by St Helen's Pre-School

Signed on behalf of the setting by:

..... Chairperson

..... Manager

Date: March 2026

This policy runs in conjunction with the following policies:

- Safeguarding and Child Protection
- E-Safety
- Missing Child
- Charging
- Health and Safety
- Complaints
- Parent Partnership and Involvement
- Visitors

## Relevant Guidance and Legislation

- Statutory Framework for the Early Years Foundation Stage  
<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>
- Working Together to Safeguard Children 2026 [Working together to safeguard children - GOV.UK](#)
- Health and Safety at Work etc. Act 1974  
<https://www.legislation.gov.uk/ukpga/1974/37/contents>

**Appendices** – Please note appendices are held at the Pre-School, please ask to view

- A. Termly Room Registers
- B. Daily Registers
- C. Enrolment Form