

Welcome, Drop Off and Collections Policy

[Health and Social Care Standards: 1.1, 1.2, 3.1, 3.6, 3.8, 3.9, 3.10, 3.25, 4.1, 4.3, 5.1, 5.19, 5.20](#)

Statement

At Hillside School Nursery, we place great importance on establishing and following clear procedures to ensure that all children arrive and leave our setting safely, whilst maintaining a welcoming and nurturing environment. This policy outlines such practices, designed to welcome children and parents/carers, place due emphasis on safeguarding and provide opportunities for parents/carers to receive/pass on up to date/relevant information.

Welcoming, Drop-Off and Registration

All parents/carers are invited into the cloakroom area to support their children to prepare for their session. Our door is manned by a staff member in the morning for drop off between 8am-8.15am and 8.45am-9am and again at the lunchtime crossover point between 12.30-1.20pm. In the afternoon, the door will be manned again at 3.20pm, 4.10pm and between 5.30-5.45pm. Out with busy spells, parents/carers are welcome to ring the doorbell for the attention of staff, and all families are welcome and encouraged any time to read the nursery noticeboard, parent information board and to browse our floor book planners etc.

Parents and children will be met and welcomed by a member of the nursery staff upon arrival. Staff aim to be friendly and approachable, greeting all children, parents, and carers in line with Hillside School's Vision, Values and Aims and our Rights Respecting Schools ethos. If at any point a parent/carer has concerns about their child or any information that may be relevant to their child's enjoyment of nursery, they should let staff know as soon as possible. Any comments made by parents will be treated sensitively. Comments may be noted and passed on to relevant staff members.

When parents or carers drop their children off, they will be required to record the full name of the person collecting and/or their relationship to the child alongside the time that the child is due to be collected so that we can ensure a smooth collection crossover for the child and the person collecting.

After parents/carers have signed their child into nursery there will be another opportunity to view the nursery noticeboard, parent information board and meal board to find out what food options are available for the children that day and to keep up to date with learning, activities, or reminders/notices etc. Current policies and floor book planning are always on

display in the cloakroom and there is also a comments and suggestions box which can be used at any time (located under the parent information board). On a monthly basis a *Question of the Month* will also be displayed for parents/carers to respond to and will also be sent out electronically within our nursery newsletter. These questions will remain active for one month and all feedback received will enable Hillside Nursery to establish next steps for development. We very much value parental participation and feedback to improve the service we provide.

Collection

At the end of your child's session, parents/carers should again use the nursery entrance. They will collect their child once a staff member has called for them and will then sign their child out on the register. If anything has occurred that the nursery staff needs to pass on, then they will let the parents/carers know at this point.

Please note, only staff members should open and close the main nursery door and cloakroom child gate. We kindly ask for parents/carers to support us with this request in order to maintain safety and security for the children.