



ARRIVALS & DEPARTURES POLICY

The Brentry & Henbury Children's Centre will at all times strive to provide an environment and atmosphere that is relaxed and welcoming to all children and families and other professionals.

Other professionals will be asked to sign in and will be issued with a visitors pass. Mobile phones will need to be handed into reception following the centres safeguarding policy. Visitors will be asked to sign out before leaving.

All children and families who are new to the Centre will be given an Introductory Pack and encouraged to ask any questions they wish. Settling in will be in line with the Settling in Policy and the Safety & Security of Children Policy, which can be found in this file.

Prior to being left in our care, the following conditions must be met:

- A full registration document must have been completed and discussed.
- The child must be signed in.
- The Parent or Carer will be encouraged to stay with the child until they are familiar with the staff team. We acknowledge that the length of time taken to settle can vary between children. The staff team will work with the individual family to empower both the parent and the child to separate confidently.
- If another person is to collect the child, this must be made clear to the staff at the time of being dropped off. Children will not be sent home with a person that is not named.
- If staff members are not familiar with the person picking up, a password system must be followed. The parent/carer must inform both the room staff and the person picking up of a specific password, this must then be given when the child is being picked up, this proves the parent/carer have liaised and agreed this password together.
- It is our policy within the children centres that children in our care must be collected by persons aged 14 years or over.
- All children must be signed out prior to leaving.

Parents and Carers are encouraged to inform staff of their children's likes, dislikes, fears, favourite toys, best friends, as well as any major changes that are happening in their child's life. Parents/carers will be requested to complete an accident at home form for any accidents that have not occurred at that centre. Whenever necessary, information will be treated in the strictest confidence.