



09 Early years practice procedures

09.06 Prime times – arrivals and departures

Prime times of the day make the very best of routine opportunities to promote 'tuning-in' to the child emotionally and to create opportunities for learning. Arrivals and departures are key times in the day when children need support from their carer to make the transition smooth and happy; these times of day also pose a certain level of risk as parents and carers come and go. All staff are aware of the potential risks and take measures to minimise them.

Arrivals

- The child is greeted at the front door by staff, parents are not to enter unless prior arrangements have been made.
- Independence is promoted and the children are encouraged to carry their own bags and hang them, along with their coat, on their own peg.
- If a child who is expected fails to arrive, this is recorded on the child's personal file and the setting manager is immediately notified so that they can contact the child's parents to find out why the child is absent following procedure 09.2 Absence.
- The child is signed in on the register. If the arrival time is more than 15 minutes later than the session start time, the arrival time is recorded.
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'after tea', rather than just 'later'.
- The member of staff receiving the child is not the key person, the member of staff will hand over the information shared by the parents to the key person and room leader when they arrive.

Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting procedure 6.1 is followed.

Departures

- Children are prepared for home, with clean faces, hands and clothes if required.
- If a child is collected later than the 5 minutes after the session end time, the time is recorded on the register.
- Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the setting manager and a risk assessment completed and signed by the parent. In all cases the setting manager will ask the parents to ensure that in future alternative arrangements are made. If the parent is under 16 years of age a risk assessment will be completed. No child will be collected by anyone who has not reached 14 years of age. The risk assessment should take account of

factors such as age/vulnerability of child, journey travelled, arrangements upon leaving the setting to go home/elsewhere.

- Educators verbally exchange information with parents.
- If someone other than the key person is with the child at the end of the day, the key person should pass general information to the other staff or write a note for the parents. Confidential information should be shared with the setting manager to pass on.
- If a parent wishes to speak to a member of staff at the end of the session, they will be asked to wait until staff can continue with departures safely to release the staff member.
- Staff to ensure that all accident and incident forms are signed by parents/carers upon collection and they receive a copy.

Maintaining children's safety and security

Arrivals and departures pose a particular threat to the safety and security of the children, particularly when parents arrive at the same time or when in shared premises. To minimise the risk of a child leaving the building unnoticed, the setting manager conducts a risk assessment that identifies potential risks and the measures put in place to minimise them, such as staff busy talking to individual parents or doors left ajar. The risk assessment is shared with their line manager and is updated as and when required. View procedure 01.1 Risk assessment and 01.1a Generic risk assessment form for further guidance.