09 Early years practice procedures

**09.6 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**

* Whenever possible the key person greets young children. This ensures that young children are received into the setting by a familiar and trusted adult.
* The practitioner on the door greets the child marks their presence and time of arrival on the Tapestry on-line register.
* If a child who is expected fails to arrive, 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 09.02 Absence.
* The key person / person on the door receives messages about who will be collecting the child, and at what time.
* Children enter independently, but the key person is available should they be needed to bring the child in or speak with the parents.
* The person on the door/the manager will inform the parents of aspects of the day, such as if there is an agency member of staff or flexible worker in, which members of staff will be around later when parents collect their child, any planned outings, or special planned event. Any consent forms are signed.
* At carpet time in Nemo room the room leader discusses how every child is feeling and what colour they have selected on the colour monster, to understand their emotional well-being for that day.
* Always ensure that the parents say goodbye to their child and say when they are coming back, such as ‘after lunch club’, rather than just ‘later’.
* If 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 when they arrive.

**Injuries noted on arrival**

* If a child is noted to have visible injuries when they arrive at the setting procedure 06.01 is followed.

**Changing shifts and handing over information**

* When the key person leaves or goes on a break, they handover the care of the child to another familiar member of staff
* If someone other than the key person receives the child, he/she will share any information from the parent and write a note for the key person. Confidential information should be shared with the setting manager to pass on.
* The key person shares information with the other staff in their room, in this way they ensure that all information is passed on to the parent in the key person’s absence.

**Departures**

* Children are prepared for home, with clean faces, hands and clothes if required.
* The key person always aims to greet parents when they arrive, ensuring that the person who has arrived to collect the child is named on the signing in/out form. They hand over the child personally, if possible.
* They notify the office of the time of departure in 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.

**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 01.01 Risk assessment and 01.1a Generic risk assessment form for further guidance.