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**

* A member of staff is always on the door, This ensures that young children are received into the setting by a familiar and trusted adult.
* A member of staff marks the child’s presence in the register, if they are late the time will be noted in the register.
* If a child who is expected fails to arrive, this is then followed up with a phone call. Unless we have been informed already Absence
* A member of staff greets the parents and takes time to hear information the parents need to share. This is then shared with the keyperson when they arrive.
* Always ensure that the parents say goodbye to their child and say when they are coming back, such as after lunch, rather than just later.

**Injuries noted on arrival**

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

**Changing shifts and handing over information**

* 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.

**Departures**

* Children are prepared for home, with clean faces, hands and clothes if required.
* A member of staff greet parents when they arrive, ensuring that the person who has arrived to collect the child is an authorised person
* 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 a sensitive conversation is needed the parent/carer will be asked to go into a quiet room for the discussion away from others, and to respect and adhere to confidentiality

**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.