

## 09 Childcare 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 or back up key person greets new starters during the settling in time. This ensures that young children are received into the setting by a familiar and trusted adult.
- The member of staff who greets the child marks their presence.
- The member of staff that has greeted the child ensures there is a clear indication of who will be collecting the child, and at what time, if different from the expected person and time.
- The member of staff who greets the parents at the gate takes time to hear information the parents need to share. 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 and record the information in the child's communication form.
- The key person receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.
- 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'.
- If a child who is expected fails to arrive, the setting manager is informed immediately, and this is recorded on the absence form. The manager then contacts the child's parents to find out why the child is absent following procedure 09.2 Absence.
- An email is sent to Parents if there is a change to the day such as a visitor, an agency member of staff or flexible worker is in, any planned outings, or special planned event.
- Whoever greets the parents/carers at drop off or pick up times must ensure any forms that need signing are signed such as consent, accident, or funding forms etc.

#### Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting an accident must be filled in and procedure 6.1 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 a 'back-up' key person during the settling-in process or to another member of staff once the child has settled.
- If someone other than the key person receives the child, he/she will share any information from the parent and write the information in the child's communication form, leaving a note in the communication book/board for the Key Person to check the child's file. Confidential information should be shared with the setting manager to pass on.
- The key person shares information with the back-up key person, 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.
- If the key person is available, they will greet parents when they arrive, ensuring that the person who has arrived to collect the child is named on the pick-up form. They hand over the child personally and mark them child out.
- Only persons aged over 18 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 18 years of age a risk assessment will be completed. No child will be collected by anyone who has not reached 16 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.
- Practitioners 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 01.1 Risk assessment and 01.1a Generic risk assessment form for further guidance.