

## 09 Childcare 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 manager/deputy or designated person greets the child and marks their presence and time of arrival in the sign-in register. The manager/deputy or designated person ensures there is a clear indication of who will be collecting the child and at what time.
- Wherever possible the manager/deputy or designated person will pass the child onto the key person, buddy/deputy or senior room leader who receives the child physically and tunes in to how they are feeling and prepares to meet their needs and then takes them to meet their key person (if already not done so). Whenever possible the key person or backup key person greets the young children. This ensures that young children are received into the pre-school by a familiar and trusted adult.
- The manager/deputy or designated person also greets the parents/carers and takes time to hear information the parents/carers need to share. The manager/deputy or designated person informs the parents/carers of aspects of the day. The manager/deputy or designated person will hand over the information shared by the parents/carers to the key person.
- The manager/deputy or designated person always ensure that the parents/carers 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, this is recorded on the child's personal file and the pre-school manager is immediately notified so that they can contact the child's parents/carers to find out why the child is absent following the 09.02 Absence procedure.

#### Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the pre-school the 06.01 Responding to safeguarding or child protection concerns 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 'backup' key person.
- The key person shares any information verbally from the parents/carers with the backup key person/manager or deputy. They also share any information that needs to be shared with the

parents/carers with the backup key person/manager or deputy, in this way ensuring that all information is passed on to the parents/carers in the key person's absence.

## **Departures**

- Children are prepared for home, with clean faces, hands and clothes if required.
- A senior room leader or key person always aims to greet parents/carers 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 and enter the time of departure in the sign-ins sheets.
- Only persons aged over 16 years should normally collect children. If a parent/carer has no alternative, then this is agreed with the pre-school manager/deputy and a risk assessment completed and signed by the parents/carers. In all cases the pre-school manager will ask the parents/carers to ensure that in future, alternative arrangements are made. 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 pre-school to go home/elsewhere.
- Educators verbally exchange information with parents/carers.
- 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 in the child's contact book for the parents/carers. Confidential information should be shared with the pre-school 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/carers arrive at the same time or when in shared premises. To minimise the risk of a child leaving the building unnoticed, the pre-school 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 the staff and is updated as and when required. View 01.01a Daily risk assessment and 01.1c Ongoing risk assessment form for further guidance.