

## 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 or back up key person will greet young children. This ensures that young children are received into the setting by a familiar and trusted adult.
- The child is marked in on the register.
- If a child who is expected fails to arrive, this is recorded on the child's personal file and the setting Leader 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 person who is on register duty ensures that the child has been signed in and there is a clear indication of who will be collecting the child, and at what time. (The Leader or other senior member of the team will make sure that this is passed on appropriately.)
- The Leader greets the parents and takes time to hear information the parents need to share. The Leader will pass this on appropriately unless the parent wants to make direct contact with the key person. (Parents are sent weekly planning so that they are aware of any special events/aspects of the day before Nursery begins. Parents consent has already been agreed via the Nursery's completed application form if trips away from the setting are occasionally planned.)
- The key person receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.
- Parents may wish to spend a few minutes with their child and key person before leaving. Many parents will be in a hurry, but this can have an unsettling effect.
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as 'for 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 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.

- 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 Leader 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.
- The Leader 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. The Leader or senior member of the team hand over the child personally and sign them out 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 Leader and a risk assessment completed and signed by the parent. In all cases the setting Leader 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 Leader 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 Leader or other senior member of staff stands at the main entrance door to receive and pass over the children to the parents/carers. Parents/carers wait outside the premises during this time unless they wish to speak to a member of the team (ie Leader or key person). We have daily risk assessments which are completed throughout the day and this ensures that the main entrance door and gate are monitored by the Leader or other senior member of staff. Both the gate and main entrance door are kept locked during Nursery hours unless 'free flow play' is taking place. In which case, a member of the team is allocated to supervise these areas.