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 always greets young children. This ensures that young children are received into the setting by a familiar and trusted adult.
* If a child who is expected fails to arrive, this is recorded in the absence folder and the office manager/pre-school manager 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 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 tea’, 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 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 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.
* A member of staff always 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 and a member of staff will enter the time of departure in the register.
* Only persons aged over 18 years should normally collect children (if a sibling aged16 years or over).
* 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.

**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.



Rosalind Hambidge (Director) Date: 15/2/2023

Signed on behalf of Little Oak Pre-school (Witney) Ltd

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