

9 Childcare practice procedures

9.5 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 and deputy manager are situated on the outer doors and whenever possible the key person or back up key person always greets young children into the hall. This ensures that young children are received into the setting by a familiar and trusted adult.
- The children's attendance is marked in the daily register. If a child who is expected fails to arrive, the setting manager is notified so that they can contact the child's parents to find out why the child is absent following procedure 9.3 **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.
- The manager or Deputy who greets the children at the door will hand over any information shared by the parents to the key person when they arrive.
- The keypersons are available for the parents to speak to at drop off or collection time. They can also contact their keyperson at any time to speak about anything.

Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting and they have not notified us via Tapestry an accident at home form is completed or our procedure **confidential safeguarding incident** 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.
- 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.
- Only persons aged over 16 years should normally collect children.
- The manager/ deputy or Practitioners verbally exchange any 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. 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.