

Arrivals and departures

Routine parts 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

- 2 members of staff (where possible one of these being manager/deputy) will greet parents/carers and children. The child is taken into the main room to their key person (or back up key person).
- The person who greets the child marks their presence and time of arrival in the register.
- If a child who is expected, fails to arrive, this is recorded on the register and the setting manager is notified so that they can contact the child's parents/carers to find out why the child is absent following the Absence Procedure.
- The manager/ deputy 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
- Any paperwork to be signed will be presented on arrival.
- 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 member of staff receiving the child will hand over the information shared by the parents/carers 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, an accident before arrival form should be filled in and signed by parent/carers.

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/member of staff.
- 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/carers in the key person's absence.

- A board is filled in from staff for when the child leaves if they need anything passing onto parents/carers.

Departures

- Children are prepared for home, with clean faces, hands and clothes if required.
- The 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 register. They hand over the child personally and enter the time of departure in the register.
- Only persons aged over 16 years should normally collect children. Named authorised adults are recorded on the registration form. If a parent/carer has no alternative, then this is agreed with the setting manager and a risk assessment completed and signed by the parent/carer. In all cases the setting manager will ask the parents to ensure that in future alternative arrangements are made. If the parent/carer 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.
- Practitioners verbally exchange brief information with parents/carers, if they have any concerns regarding the child, a phone call will be made and a meeting will be arranged.
- 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, write on the 'home board' or write a note for the parents/carers. 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, children are only taken out once they have announced themselves at the door or we have received a phone call from parent/carer to say they are here. We have a password system in place to be used when anybody other than the named parent/carer is picking up.