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**

* The nursery staff takes rota on the gate duty and always greet children. This ensures that young children are received into the setting by a familiar and trusted adult.
* One of the teacher marks children’s presence and time of arrival in the register.
* If a child who is expected fails to arrive, this is recorded on the register.
* The staff member on the gate duty ensures that the child has been signed in by the parent.
* The staff member on the gate duty greets the parents and takes time to hear information the parents need to share. They inform the parents of aspects of the day, such any planned outings, or special planned event. Any consent forms are signed.
* Staff encourage parents to say goodbye to their child.
* 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. Confidential information should be shared with the setting manager to pass on.

**Injuries noted on arrival**

* If a child is noted to have visible injuries when they arrive at the setting the staff member have a conversation with parents about the reason of the injury and they fill in ‘Accident at home’ form.

**Departures**

* Children are prepared for home, with clean faces, hands and clothes if required.
* The staff member on the gate duty 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. 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. If a parent has no alternative, then this is agreed with the setting manager and a risk assessment completed and signed by the parent. In all cases the setting manager 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 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 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.