

Childcare Practice Policies

May 2023

09 Childcare Practice Procedures

09.6 Arrivals and Departures

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.
- A member of staff will be allocated the role of signing the children in as they arrive, on both the Famly app and the paper copy register.
- If a child who is expected fails to arrive, this is recorded on the register and the setting manager is immediately notified so that they can contact the child's parents to find out why the child is absent following the Absence procedure.
- The staff member who brings the child in, must ensure they know who will be collecting/and what time and this documented on the Famly App sign in.
- Staff members greet the parents and take time to hear information the parents need to share. They inform the parents of aspects of the day, such as which members of staff will be around later when parents collect their child, any planned outings, or special planned event. Any consent forms are signed or collected.
- Once the child has arrived the key person ideally checks in with the child to tune in to how he or she is feeling and prepares to meet his/her needs for the session.
- 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 an existing injury form needs to be completed.

Changing Shifts and Handing Over Information

- 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.
- If the key person is not there at the end of the day, they must ensure that they pass on any messages to the staffing team who will be. Staff are also encouraged to message parents via Famly if they need to pass on information that might be confidential or too lengthy to do at the end of the day.

Departures

- Children are prepared for home, with clean faces, hands and clothes if required.
- The key person 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.

- 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. 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, 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.

*This policy was adopted at a meeting of **HOUGHTON & WYTON PRE-SCHOOL PLAYGROUP***

To be reviewed as required.

Signed on behalf of the Parent Management Committee:



*Name of Signatory: **CLAIRE ANDERSON***

*Role of Signatory: **CHAIRPERSON***