



Arrivals and Departures Policy

Introduction

At Houghton and Wyton Pre-school, we recognise that arrivals and departures are key transitions for children each day. These moments offer vital opportunities for emotional connection and information sharing while also posing increased safety and safeguarding risks. This policy ensures staff follow clear procedures that keep children safe, welcome families warmly, and protect confidentiality and consistency.

Aim

To ensure all children experience calm, secure, and well-managed transitions during arrival and departure, while maintaining clear safeguarding and recording procedures.

Objectives

We will:

- Greet children warmly to support emotional well-being
- Record all arrivals and departures accurately and securely
- Communicate effectively with parents/carers
- Maintain strict safety and collection protocols
- Carry out regular risk assessments to mitigate potential threats during busy transitions

Roles and Responsibilities

- **Key Persons:** Welcome children, assess emotional readiness, and share/receive information with families
- **All Staff:** Follow safety, safeguarding, and handover protocols
- **Manager:** Monitors compliance, oversees risk assessments, and manages concerns regarding unauthorised collection

Procedures

Arrivals

Welcoming Children:

- A key person or back-up key person greets each child wherever possible
- Children are received into the room by a familiar and trusted adult

Registration:

- Children are signed in using both the Famly app and a paper register
- If a child expected to attend does not arrive:
 - This is recorded
 - The key person is informed to follow the Absence

Information Sharing:

- Parents are encouraged to share:
 - Health or mood changes (e.g. poor sleep, skipped meals)
 - Medication or injury information
 - Collection arrangements (time and authorised adult)
- Collection arrangements are recorded on the Famly app



- The key person checks in with the child to assess how they are feeling and support a positive start to the day

Parent-Child Goodbyes:

Parents are encouraged to say goodbye with a clear time reference (e.g. “after lunch”)

Injuries Noted on Arrival

If a child has any visible injuries, an Existing Injury Form is completed.

Shift Changes and Staff Handover

- The key person shares information with their back-up or closing staff member
- Staff may use the Family app for confidential or longer updates

2. Departures Preparing the Child:

Children are supported to get ready for home (clean face/hands/clothes as needed)

Authorised Collection:

- The adult collecting must be named on the registration form or listed in the Family app
- Only individuals aged 16+ may collect, unless:
 - No alternative exists
 - A risk assessment is completed and approved by the Manager
- No child may be collected by someone under 14 years of age

Handover and Communication:

The child is handed over by a member of staff who:

- Confirms the collector’s identity
- Provides a brief verbal update on the child’s day
- Records departure time on the **Family app** and **paper register**

If the key person is unavailable:

- General updates are provided by another staff member
- Confidential updates are shared via the Family app or by the Manager

3. Safety and Risk Management Risks During Transitions

Arrivals and departures are higher risk periods (e.g. crowded doorways, shared premises)

Risk Assessment:

- The Manager conducts a termly risk assessment which includes:
 - Door supervision and security
 - Parent distractions
 - Supervision during high traffic times
- Staff are reminded to keep doors secure and remain vigilant at all times

Monitoring and Review

This policy is reviewed annually by the Board of Trustees or earlier if required following a safeguarding concern or operational change.

Legislation and Guidance

- Children Act 1989 & 2004
- Statutory Framework for the EYFS (2023)
- Working Together to Safeguard Children (2018)
- Health and Safety at Work etc. Act 1974



Registered Charity # 1203754

Acknowledgment

All staff, trustees, and parents must read and understand this policy. By doing so, they agree to follow the procedures and promote safe, respectful transitions at the start and end of each session.