

09 Early years practice procedures

09.06 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

- 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 teacher greets the child and the family at the gate in the courtyard and marks their presence and time of arrival in the register.
- If a child who is expected fails to arrive, this is recorded in the register and the Lead Teacher is notified so that they can contact the child’s parents to find out why the child is absent following procedure 09.02 Absence.
- The teacher on register duty ensures that the child has been signed in by the parent and there is a clear indication of who will be collecting the child, and at what time.
- The key person greets the parents and takes time to hear information the parents need to share. They inform the parents of aspects of the day, such as if there is an agency member of staff or flexible worker in, 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.
- The key person receives the child physically and tunes in to how he or she is feeling and prepares to meet his/her needs.
- Parents should spend a few minutes with their child and key person before leaving. Many parents will be in a hurry, but this can have an unsettling effect.
- Always ensure that the parents say goodbye to their child and say when they are coming back, such as “before lunch”, “before collecting brother/sister from school” 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 procedure 6.01 is followed and an “Injury at Home” form is completed by the parent and filed in the Injury at Home log, on the child’s page.

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.

- If someone other than the key person receives the child, they will share any information from the parent and write a note for the key person. Confidential information should be shared with the Lead Teacher 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.

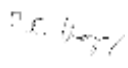
Departures

- Children are prepared for home, at the time agreed with the parent.
- The key person always aims to greet parents when they arrive, ensuring that the child is marked out in the register, indicating the time of departure.
- Only persons aged over 16 years should normally collect children. If a parent has no alternative, then this is agreed with the Lead Teacher and a risk assessment completed and signed by the parent. In all cases the Lead Teacher 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 Lead Teacher to pass on.
- Sessions end by 15:00 hours and children must be collected by this time, as teachers have to pack away the setting, leaving the premises ready for the next group to use the hall. Parents and carers should aim to arrive at the setting in advance of this time, in readiness for the children's departure.
- It is understandable that, on occasion, plans might not work out and parents/carers might be late to collect their children. If and when this happens, parents/carers should contact the preschool and let the Lead Teacher or Key Person know that they are delayed so arrangements can be made to care for the child after the setting is closed.
- If parents/carers are able, they should arrange for their emergency contact to collect the child at the right time, to ensure the well-being of the child is taken into consideration. It can be rather concerning for the child to be left on their own and the wait can create unnecessary anxiety. If the emergency contact cannot collect the child, it is important that the Lead Teacher or key person is informed to ensure they can give the child the care and reassurance they might need as they wait to be collected.
- If parents/carers arrive late, a late fee of £5 for every five minutes will be applied.

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, such as St Paul's Pre-school. To minimise the risk of a child leaving the building unnoticed, the Lead Teacher and Deputy Lead responsible for Health and Safety conduct 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 all teachers and is updated as and when required. View procedure 01.01 Risk assessment and 01.01a Generic risk assessment form for further guidance.

This policy was adopted by	St Paul's Pre-school
In	November 2022
Date to be reviewed	November 2023
Signed on behalf of the Management Committee	
Name of signatory	Marie-Claire Kaziewicz
Role of signatory (e.g. chair, director or owner)	Chair