

Childcare practice procedures

Arrivals and departures

Prime times of the day are used as 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

- All staff at the setting always greet the children as they arrive. This ensures that young children feel welcomed into the setting.
- The member of staff who greets the child at the door also marks their presence and time of arrival on the register.
- If a child who is expected fails to arrive, this is recorded on the register and the setting leader/deputy is immediately notified so that they can contact the child's parents/carers to find out why the child is absent following procedure for Absences.
- The member of staff greeting the children 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.
- The key person is available if the parents need to share any information regarding their child or they can share this information with the member of staff doing the door. Staff will 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.
- Staff receive the child physically and tune in to how he or she is feeling and prepare to meet his/her needs.
- Parents are able to spend a few minutes with their child and key person before leaving if they wish to. Many parents will be in a hurry, but this can have an unsettling effect.
- Try to ensure that the parents say goodbye to their child and, especially in the case of those who have not yet settled into the setting, say when they are coming back, such as 'after tea', rather than just 'later'.

- The member of staff doing the door routine 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 incident/accident at home form will be completed and signed by the parent.

Changing shifts and handing over information

- When the key person leaves or goes on a break, they handover the care of the child to the members of staff who will be staying for that child's pick up time.
- 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 leader to pass on only as necessary.
- The key person shares information about their key children with the other members of staff for that session, 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, with clean faces, hands and clothes if required.
- A member of staff will 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 leader and a risk assessment completed and signed by the parent. In all cases the setting leader 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 leader 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 Committee and is updated as and when required.