



09 Early years 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

- Parents and children are greeted at the agreed entrance point for the time of year. Village hall entrance door during the winter, side gate into courtyard during summer.
- 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.
- The key person who greets the child marks their presence and time of arrival in the register.
- If a child who is expected fails to arrive the setting manager is immediately notified so that they can contact the child's parents to find out why the child is absent following procedure 09.02 Absence.
- The key person greets the parents and takes time to hear information the parents need to share. They inform the parents of any changes to the aspects of the day and required 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.
- 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.
- Parents need to advise the member of staff as to who will be collecting the child at the end of their session.

Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting procedure 6.01 is followed, with a pre-existing injury form to be completed by the parent.

Departures

- Parents / carers can enter the hall from 15:10 where they will be able to collect their child's coat, lunch / snack boxes and water bottles. The children will be released by a member of staff one at a time from the preschool room to their parent / carer.



- A member of staff will remain at the door to the preschool room until all children have been handed over. A second member of staff will be in the hall available to answer any questions / complete any necessary paperwork from the day. **Please note that once a child has been handed over at the end of the session they are now the parent / carers responsibility, even when still within the village hall building.**
- For children being collected at the end of the morning session, or after lunch, a member of staff will bring the child out to their parent / carer with their belongings.
- 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.
- If staff are not made aware of an alternative adult collecting a child at the end of their session then the child will not be released – even if this is a family member. Staff will contact the parent/s to confirm before allowing the child to leave.

Late collection

- We kindly ask that children are dropped off and collected in a timely manner at the beginning and end of their sessions, this includes lunchtime collections.
- Our sessions end at 12:15, 13:15 and 15:15
- If late for collection there will be a one-time verbal warning of our late charges, and they will then be imposed. We provide a grace period of 5 minutes after the end of each session and then charge £1 per minute for late collection.
- Late charges will be added to your monthly invoice.

Maintaining children's safety and security

Arrivals and departures pose a particular threat to the safety and security of the children. 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. View procedure 01.01 Risk assessment and 01.01a Generic risk assessment form for further guidance.