



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 manager, lead or deputy always greets young children. This ensures that young children are received into the setting by a familiar and trusted adult.
- The manager, lead or deputy marks the child's time of arrival in the register.
- If a child who is expected fails to arrive, this is recorded on the register and the setting manager is immediately notified.
- The manager, lead or deputy greets the parents and takes time to hear information the parents need to share. Any consent forms are signed.
- 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'.
- The manager, lead or deputy will hand over the information shared by the parents to the key person.

Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting this is recorded and signed by the parent/carer in the Existing Injury Book

Handing over information

- When the key person leaves or goes on a break, they handover the care of the child to the 'buddy' key person.
- 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 manager to pass on.
- The key person shares information with the buddy 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, with clean faces, hands and clothes if required.

- The manager, lead or deputy always aims to greet parents when they arrive, ensuring that the person who has arrived to collect the child is named on the Admission Form and parents have notified the setting they will be collecting. 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.
- 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 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. 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.