

09 Childcare 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

- Staff always greets children on arrival.
- Senior staff marks their presence and time of arrival in the register.
- If a child who is expected fails to arrive, this is recorded and the setting leader is notified so that they can contact the child's parents/carers to find out why the child is absent following procedure [09.2] Absence.
- Try to ensure that the parents/carers say goodbye to their child and say when they are coming back'

Injuries noted on arrival

- If a child is noted to have visible injuries when they arrive at the setting procedure [6.1] is followed.

Departures

- Children are prepared for home, with clean faces, hands and clothes if required.
- Staff always greet parents when they arrive, ensuring that the person who has arrived to collect the child is authorised. 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, they are able to collect their child. 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, where appropriate.
- Confidential information should be shared with senior staff 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 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 updated as and when required.