

**3.20 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.
* Once the children are in and the doors are closed the register is completed by a member of staff, a headcount is then taken and the number of children is recorded on the board in the cloakroom.
* If a child who is expected fails to arrive, this is recorded on the child’s personal file and the setting manager is immediately notified so that they can contact the child’s parents to find out why the child is absent - following Absence policy
* Staff greet the parents and take time to hear information the parents need to share. Staff inform parents of any significant event planned for that day which may be different to the usual routine.
* The key persons welcome the child and tune in to how he or she is feeling and prepares to meet his/her needs.
* Although many parents will be in a hurry they can spend a few minutes with their child and key person before leaving if they wish.
* Staff 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’.
* Staff will hand over the information shared by the parents to the keyperson and room leader where necessary.

**Injuries noted on arrival**

* If a child is noted to have visible injuries when they arrive at the setting, a pre-exisitng form is filled in by the staff member and signed by the parent on collection.

**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, 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 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, with clean faces, hands and clothes if required.
* Staff greet parents in the garden when they arrive, ensuring that the person who has arrived to collect the child is authorised. Staff 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 the parent is under 16 years of age a risk assessment will be completed.
* Staff 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, write a note for the parents or put a message on EYLOG. 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 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.