

## 09 Early Years Practice Procedures

### 09.06- Arrivals and Departures

#### Our Approach

Arrivals and departures are very important moments in a child's day. These times help children feel emotionally secure, supported, and ready to learn — while also keeping everyone safe and accounted for.

#### ♥ Why Arrivals & Departures Matter

- They help children feel calm, safe, and welcomed
- They support smooth transitions between home and nursery
- They are key times for sharing information between parents and staff
- They require extra safety measures, as people are coming and going

All staff are aware of the risks at these times and take steps to keep children safe.

#### 🌅 Arrivals – Starting the Day Well

##### 👏 A Warm Welcome

- Wherever possible, each child is greeted by their key person or secondary key person, so they are welcomed by a familiar, trusted adult.
- The staff member receiving the child will tune in to how the child is feeling and prepare to meet their needs.

##### ➡📱 Signing In (Family App)

- Parents/carers (or entrusted family members) sign children in via Family using their unique PIN.
- This:
  - Records the child's start time
  - Confirms who has brought them in
- The adult dropping off must be authorised on Family as a drop-off/pick-up person.

If a child expected does not arrive, this is recorded and the setting manager is notified immediately. Parents are contacted in line with Procedure 09.2 – Absence.

### **Sharing Information**

Where possible, the key person:

- Greet parents and listens to important updates
- Shares key information such as:
  - Agency or flexible staff on duty
  - Who will be present later at collection time
  - Planned outings or special events
- Ensures any consent forms are signed

 If staff cannot speak at the door, important messages will be sent via Family.

### **Saying Goodbye**

- Parents are encouraged to say goodbye clearly and tell their child when they will return (e.g. “after tea” rather than “later”).
- This helps reduce distress and builds trust.

If someone other than the key person receives a child, all information is passed on to the key person later.

### **Injuries on Arrival**

- If a child arrives with visible injuries, Procedure 6.1 is followed.
- Staff will usually ask at the door if there are any existing injuries to record.

### **Staff Changes & Handovers**

- When a key person goes on break or finishes their shift, care is handed over to:
  - The secondary key person, or
  - Another familiar staff member in the room
- Any information shared by parents is:
  - Passed on verbally
  - Written as a note
  - Logged on Family where appropriate

Confidential information is shared with the setting manager only.

## Departures – Ending the Day Safely

### Getting Ready for Home

- Children are prepared for home with:
  - Clean hands and faces
  - Clean clothes if needed

### Safe Collection

- Wherever possible, the key person greets parents at collection time.
- Staff:
  - Check the adult is authorised on Family
  - Hand over the child personally
  - Ensure the child is signed out via Family

### Who Can Collect a Child?

- Normally, collectors must be 18 years or over
- If no alternative is available:
  - This must be agreed with the setting manager
  - A risk assessment is completed and signed
- Parents under 18 also require a risk assessment
- **!** No child will be collected by anyone under 16

Risk assessments consider:

- Child's age and vulnerability
- Journey home
- Arrangements after leaving the setting

### End-of-Day Information

- Staff verbally share information with parents, or
- Send messages via Family
- If the key person is not present:
  - General information is passed on or written
  - Confidential matters go via the setting manager

### Keeping Children Safe & Secure

Arrivals and departures are higher-risk times, especially:

- When many parents arrive together
- When the front door is being opened
- In shared premises

To reduce risks:

- The setting manager completes and updates a risk assessment
- Measures include:
  - Staff awareness when talking to parents
  - Ensuring doors are not left open
- Handovers take place at room doors
- Only one child is handed over at a time

### **Session Times & Access**

- Parents are asked to stick to session times for safety and staffing reasons
- Drop-off or collection outside session times must be approved by:
  - Room leader, manager, or deputy
- Requests may be refused if staff cannot safely manage the handover
- Outside session times:
  - Parents cannot access the nursery
  - Gates remain locked to protect children playing inside and outside

### **Working Together**

Parent/carer cooperation at arrivals and departures helps us:

- Keep children safe
- Support emotional well-being
- Ensure smooth, calm transitions