



Arrival and Collection of Pupils Policy

Last reviewed	September 2025
Reviewed by	Headteacher
Approved by	Local Academy Council
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Policy owner	CEO
Location	School Website

Our school has the highest regard for the safety of the children in our care – from the moment they arrive to the moment they depart at the end of the school day.

General Procedures

- 1) CHILDREN ARE NOT ALLOWED OFF THE PREMISES WITH ANYONE OTHER THAN AUTHORISED COLLECTORS i.e. THEIR PARENTS/CARERS OR LEGAL GUARDIANS OR THOSE ADULTS SPECIFIED BY PARENTS/CARERS OR LEGAL GUARDIANS.
- 2) Parents must name the authorised collectors of their child before the child starts school. These are identified on the Bromcom database. If there are any changes to these arrangements, parents need to inform the school immediately either by contacting the school office, leaving a message at the school gate, or writing to the class teacher in the reading diary or on Class Dojo. In cases where the new “collector” is unknown to the school, the school will ask for a password or introduction to the new “collector” to ensure they know by sight who is collecting their child. (It is the parents/carers/legal guardians’ responsibility to ensure the school knows who will be picking up their child.)
- 3) If anyone other than authorised collector is collecting, permission must be given by the methods stated above. This includes children being taken to parties by other children's parents etc.
- 4) If there is request for a specific person not to be allowed to collect a child (e.g. in child protection or custody cases), written instructions must be provided to the school by the parents/carers or legal guardians so the school is fully informed. The school will request a photograph of this person.
- 5) If, in an emergency, a parent phones and asks for an unauthorised collector to collect the child that day, the school will ask the parent the child’s date of birth and also ask the collector as a security measure. If the collector is unknown to the school, the collector will be required to pick the child up from the school office.
- 6) It is the parents/carers/legal guardian’s responsibility to ensure the safe collection of their children (at the end of the school day) by facilitating the school with the correct and up to date information. If there is, any doubt about the collection of a child at the end of the school day, the class teacher or member of staff in charge of the child is to investigate immediately including phoning all emergency contacts.
- 7) If no one arrives to collect a child and the parent cannot be contacted within half an hour of the end of the school day, the school will contact Social Services to inform them we have an uncollected child on the premises.
- 8) If a child is absent from school, parents/carers/legal guardians are required to inform the school as soon as possible on the first day of absence so that the school is fully informed as to why their child is not present at school.

Specific Procedures

Pre-school

Start of the session

- Two members of staff will go and collect the before school children from the hall and let the adult on the gate/door know who they are so they can be signed in.
- Two adults will open the gate/door and sign children in once they are handed over by their parent and enter through the gate/door.
- Children will go through the glass door by the entrance gate where they will be greeted by a preschool member of staff.
- One member of staff will stand in between the glass door entrance to ensure children enter the school to the corridor and do not exit the school.
- All other preschool staff will distribute themselves evenly down the corridor; ensuring one member of staff is at the end of the line.
- Staff will make a decision to take groups of children up the stairs, staying in ratio to reduce risk of large numbers of children waiting in the corridor.
- Any parent wishing to pass on messages will be asked to wait until all of the children have entered. This ensures privacy and the health and safety of the children.

End of the day (lunch time or full day session)

- Before going downstairs, adults will discuss their role for dismissal and have read the policy.

-Two adults on the gate/door.

-One adult stood in between the door and the children sitting against the wall.

-One adult at the end of the line towards the door at the bottom of the stairs.

If there are additional adults, due to ratios, they should space themselves equally between the beginning and end of the line of children.

- All children to remain seated until their name is called.
- Only the member of staff on the gate/door will look for parents and call the children when they are ready to receive them.
- Staff member stood by the door will not let any child through the door without passing over to the adult on the gate/door, whether their name has been called or not.
- Staff inside with children should be concentrating on keeping the children calm and safe and not looking for parents. Eyes always on the children.
- If for any circumstances the staff member on the door has to step away, they will close the door so no child/children can exit.
- As children are released, adults at the end of the line should support the children in moving down to reduce the line size.
- Children will only be released when the adult collecting the child has signed the collection form.
- Any parent wishing to pass on messages will be asked to wait until all of the children have been dismissed. This ensures privacy and the health and safety of the children.

Nursery

Start of a session

- Children will be met at their Nursery entrance doors by one adult.
- Any parent wishing to pass on messages will be asked to wait until all of the children have entered. This ensures privacy and the health and safety of the children.
- All other adults will be responsible for supervising the children in the setting, settling them in and ensuring that they stay away from the door.

Lunch time and end of a morning session (11.40-11.45 am) Afternoon session 12.15 pm

- All children staying for a full day will wash their hands and get ready for dinner within the classroom.
- During this time, one adult will get the children going home ready whilst another adult will check pull-ups and change if necessary. The children going home will then be transported to the hall and be seated on a bench by the exit.
- One member of staff will be positioned by the door, with another in the hall supervising the children. Staff inside with children should be concentrating on keeping the children calm and safe and not looking for parents. Eyes always on the children.
- Only the member of staff on the door will look for parents and call the children when they are ready to receive them.
- The staff member stood in the hall will not let any child through the door without passing over to the adult on the main door, whether their name has been called or not.
- Children will only be released when the adult collecting the child has signed the collection form.
- Any parent wishing to pass on messages will be asked to wait until all of the children have been dismissed. This ensures privacy and the health and safety of the children.

- If for any circumstances the staff member on the door has to step away, they will close the door so no child/children can exit.
- As children are released, adults should support the children in moving down the bench to reduce the line size.
- Afternoon children will be met at the school office at 12:15 pm and transported to nursery by an adult for the children to start their learning.
- Any parent wishing to pass on messages will be asked to wait until all of the children have entered. This ensures privacy and the health and safety of the children.

Nursery end of full day session

- All children will remain seated on the carpet area being supervised by a member of staff.
- A member of school staff will stand at the door and call each child's name once the parent has approached the Nursery entrance door.
- Children will only be released when the adult collecting the child has signed the collection form.
- Any parent wishing to pass on messages will be asked to wait until all of the children have been dismissed. This ensures privacy and the health and safety of the children.

Reception

Start of a session

Children will be met at the reception gate by two adults and shown where to go. One adult will take messages, and the other will direct the children. All other adults will be responsible for supervising the children in the classroom.

End of a Session

- Children stay seated in the undercover area ready for dismissal.
- A designated member of staff will stand at the gate for each class.
- All other adults (at least one per class) will supervise the children.
- Children will be called to the gate one at a time.
- They will only be released to their collector once contact has been made between parent and staff member. This contact may be visual or verbal.
- Any parent wishing to pass on messages will be asked to wait until all of the children have been dismissed. This ensures privacy and the health and safety of the children.

Years 1 and 2

Start of the School Day (Years 1-2)

Children will be welcomed into school by one adult on the main school gate who will direct the children. In addition, an adult from each year group will be on the gate or door for the year group to take and pass on any messages to class teachers.

End of the School Day (Years 1-2)

The children are collected from their classrooms or from a designated collection point at the end of the school. They are supervised by their class teachers or member of staff responsible for them. Children will only be released to the collector once contact has been made. This contact may be visual or verbal.

Years 3-6

By the time, the children move to Key Stage Two, the school encourage the children to be independent in terms of arrival and collection from school. This arrangement is also in place to support our working parents/carers/legal guardians and those who wish their children to walk home unaccompanied. Children in years 3-6 are therefore allowed to walk home independently providing the school is informed in writing. Children in years 3- 6 are not allowed to take younger siblings off site, even if this is requested by a parent.

Start of the School Day (Years 3-6)

Children will be welcomed into school by one adult on the main school gate who will direct the children.

In addition, an adult from each year group will be on the gate or door for the year group to take and pass on any messages to class teachers.

End of the School Day (Years 3-6)

Any child, who has received written permission to walk home independently by a parent/ carer or legal guardian, will be allowed to leave from their classroom dismissal point.

If a child is collected, the same procedures for Years 1 and 2 are to be followed.

External Gates

- One member of staff (for each gate) will be responsible for opening the external gates to the school and remaining there until all children have been collected at the start and end of the school day.
- Any child not accompanied by an adult will be stopped on the gate by the adult unless they have received permission to walk home.

Saplings-Before and After School Club

Start of Before School Club

- Children are dropped off at the entrance to the hall by an adult.
- A staff member collects all children from the door.
- A staff member ticks the attendance sheet to indicate that the child is in school.
- Children are taken to breakfast club at the allocated time and leave for class from there.
- Staff tick when the child has had breakfast.
- School procedures for escorting children around school are then followed.

After School Club

- Children in Y3-6 are taken, by a staff member, to the hall at the beginning of after school club.
- Children in Preschool-Year 2 are taken, by a staff member, to the nursery building at the beginning of after school club.
- On arrival, children are signed in by a member of after-school club staff.
- Parents/Carers/ Legal Guardians of any missing children are contacted immediately.
- All children must be collected by a parent/legal guardian.
- A member after school club records on the attendance sheet who has collected the child.
- A password is required if the adult collecting is not familiar to staff.

Late/ Uncollected Child

The school takes persistent lateness in collecting a child very seriously. In extreme cases, it can be considered as abandonment or neglect of the child, although we understand that occasionally delays are unavoidable.

In the event of a child not being collected, the following procedures will be applied:

1. After 10 minutes, the school will make every effort to contact the child's parents/carers.
2. After 15 minutes, if no contact is made, the school will try to get in touch with an alternative emergency contact number, who is authorised by the child's parents to collect them on their behalf.
3. After 20 minutes if no contact can be made on any numbers, advice will be sought from head teacher, social services, police, and OFSTED. Further action taken will be dependent upon advice.
4. Letters will be sent home to parents / carers and the school's communication log will be completed by all staff involved (including outcome) and filed under uncollected child on our Safeguarding System and Bromcom.
5. Late collection concern is completed on the school Safeguarding System and Communication Log must to be completed.

Please note:

The uncollected child is to be kept in school and supervised by a member of staff until an appropriate adult collects the child.

Appendix 1 - Sample letter for use when a child is collected late from school

Dear parent/ carer,

As you are aware, [child] was collected late from school on [date].

I would like to remind you that, in order to keep your child/ren safe, the school is obliged to implement its Late Collection Procedure for children not collected on time. If you are regularly late to collect your child, fail to collect your child after 15 minutes, or fail to make suitable alternative collection arrangements this may lead to school contacting Police and Children's Services.

Please do speak to either myself or your child's teacher if you are currently experiencing difficulties in collecting your child, or if you would like to discuss this further.

Yours sincerely,
XXXXXXXX

Appendix 2 - Sample letter for use when a child is not collected from school

Dear [Parent/Carer],

[Child's name] was not collected from school on [day / date] and we were unable to contact you or the emergency contact(s).

In circumstances where children are not collected at the end of the school day or school activity, the school is obliged to work within local procedures for keeping children safe and this resulted in the school contacting Children's Services and Police.

I hope that the reasons for your child not being collected are not serious, but would ask you to contact the school as soon as possible to discuss the matter further.

Yours sincerely,
XXXXXXXX