



Pupil Arrival and Collection Policy

November 2025

Review Date: November 2028

Version Control

Date	Version	Notes/changes made	Person making changes / creating policy
October 2020 November 2020	1	Policy created in line with Safeguarding and CP Policy, including school addendum in light of COVID19 Approved at FGB on 16.11.2020	Natasha Parry Rachel Enwonwu
November 2022	2	Policy reviewed, all sections updated. Covid-19 addendum removed. Reviewed by SLT and uploaded to Governor Hub. Approved by Safeguarding Governor (30/11/2022.) Noted at FGB 13/03/23 as approved, uploaded to website and shared with all staff.	Stephanie Croucher Natasha Parry
September 2025 November 2025	3	Safeguarding statement removed. Links to other policies section updated. Spoc updated to Children’s Services Social Care/ Mash. Approved by Senior Leadership Team. Sent to Safeguarding Governors to be noted. Updated sections on home/ school communication, collections from school, gates, and late collections. Approved by Senior Leadership Team. Sent to all Governors to be noted by 14/11/2025.	Stephanie Croucher Jane Charman Natasha Parry

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Equalities Statement

At Park Hill Infant School, we continue to teach our children about what it means to be strong, positive and productive members of society. We have always taught our pupils about equality and this remains an important part of our curriculum. We ensure that we always celebrate diversity, promote equality, demonstrate respect and stand together to challenge all forms of discriminatory language and behaviour.

We recognise that education is a vital tool for powerful, permanent and informative change. Our continuously evolving curriculum demonstrates our determination to use education to tackle issues of racism, homophobia and inequality. We strive to ensure our curriculum and supporting resources reflect values of inclusivity, diversity, equality and belonging. We do this by planning to meet the needs of all genders, of children with special educational needs, of children who are more-able, gifted and talented, of children with disabilities, of children from all socio-economic backgrounds, children from different ethnic groups, religion and cultural backgrounds, and of those from diverse linguistic backgrounds.

Introduction and Aim

The school has put this policy in place to outline arrival and departure procedures in order to ensure safeguarding of all children in our care.

Children are given a warm and positive welcome on arrival each day and the school ensures that children depart safely at the end of each session/day. As per our Safeguarding policy, this policy includes the procedures in the event of a child's late collection or in the event of a missing child.

This policy should be read in conjunction with our:

- Attendance policy
- Safeguarding policy
- Home – School – Child Agreement
- CCTV Policy
- Self-Regulation: Promoting Positive Behaviour
- Exclusions Policy
- Equalities Policy
- SEND Policy
- Children with health needs who cannot attend school
- Children with Medical Conditions and First Aid
- Promoting Pupil Wellbeing and Mental Health

Arrival procedure

Members of staff are on duty at the main entrance gate during the opening times for arriving in the school, from 9.00am – 9.10am each day.

Parents/ carers are expected to take their child to their classroom door where they will be welcomed by a member of school staff.

The gates close at 9.10am. Children arriving after the gates have closed MUST be brought into school by their parent/carer or nominated responsible adult, via the main gate and register their child's arrival on the EntrySign machine at the office. In all cases, the reason for lateness will be sought.

It is the responsibility of staff to ensure that an accurate record is kept of all children in school, and that any arrival or departure to and from the premises is recorded in the Office. For registration between 9.15am and 9.40am, an 'L' code will be recorded in the child's attendance record and the number of minutes late. For registrations after the close of registers at 9.40am, a 'U' code will be recorded in the child's attendance record. This means that the child is marked as

present for the purposes of fire but, as per the DfE requirement, this is classed as an unauthorised absence. For further information on the registration and attendance procedure, see Park Hill Infant School's Attendance Policy.

The office staff will endeavour to contact the parents/carers of any children not accounted for by close of registers and record the correct code and reason for absence in the attendance register. Looked After Children, vulnerable children and children with Child Protection [CP] plans or assigned a social worker who are absent will be notified to the Headteacher (or Deputy Designated Safeguarding Leader in her absence) as a matter of priority.

Home / School Communication

Information cannot be shared with the class teacher at the beginning or end of the school day. This is to ensure that the teacher focus on admitting and dismissing children safely. If there is something that needs to be shared, it should be done via phone call/ email to the school office.

On Monday afternoon, once all the children have been dismissed, parents/ carers can attend 'drop in' sessions where they can speak to their child's class teacher informally without pre-booking (3.30pm-4pm.) For more in depth matters, parents/carers are asked to make an appointment at the office if they wish to meet with their child's class teacher or another member of staff.

'Open Classroom' sessions are held after school twice per school year where parents are given the opportunity to discuss any concerns face-to-face with their child's teacher about their child's learning.

Parents are expected to inform the school if drop off or collection arrangements change during the year, including any temporary arrangements and legal arrangements. It is essential that the school is able to contact parents/ carers in an emergency or if their child is taken ill whilst at school. Parents/ carers must provide the emergency contact details of at least three named contacts and two of these must be additional contacts to the main carer(s) who can be responsible for the child if the main carer(s) cannot be reached. Parents/ carers must update the emergency contact form for their child with any changes, such as a change of address or contact numbers.

Gates

The school main pedestrian gate and top gate (Cotelands) are opened at 9.00am and locked at 9.10 am. Visitors to the school and deliveries are directed to the main pedestrian gate at the front of the school, with access controlled via the school's intercom, to safeguard staff and children. Delivery vehicles that require access to the school car park are supervised by the Caretaker or office staff, and access controlled via the school's intercom. Staff in the school office use CCTV cameras, in conjunction with the intercom, to confirm the identity of all visitors before granting access to via the Car Park or pedestrian gate.

In preparation for the end of the school day at 3:30pm, the main pedestrian gates and top gate will both be unlocked at 3.20pm.

The top playground gate will close just before the school bell rings at 3.30pm. All families will need to leave promptly via through the main office gate to exit the premises.

A staff member will be on the gate at the end of the day, (where possible), as they are in the mornings. Parents will be reminded to ensure their child remains with them at all times so that staff members can see that their child is accompanied.

The main office gate will be re-locked at 3.40pm when the vast majority of the children have left the premises.

Collection of children during the school day

Collection before the end of the school day for outside activities such as clubs or social events is strongly discouraged as this interrupts a child's learning.

If a child is to be collected before the end of the school day for any reason, the school should be notified on or before the morning of early collection. On arrival to school to collect the child, the parent/carer will report to the Office via the main gate. The parent/carer must sign the child out via the school's electronic system. The child will be brought by staff to the Office and handed over to the parent/carer.

Every effort should be made to arrange medical appointments outside school hours. If there is no alternative it is essential that a medical appointment card/letter/ appointment text is shown to the school office. All children returning to school from an appointment must be signed in at the school office.

Collections from school

The member of staff responsible for the class is the adult responsible for handing over the children to the parent / carer at the end of the day.

Class dismissal procedures

- Children will be dismissed one at a time from the classroom.
- Children are not permitted to leave the classroom unless they are instructed to do so by a member of staff.
- If a parent/ carer must speak with the teacher after school, they must wait until all children have been dismissed as the focus of the staff will be on dismissing children safely.
- During dismissal, children will be unable to re-enter the classroom. Should they need to re-enter the classroom, e.g. to retrieve forgotten items, they will need to wait until all children have been dismissed. The external door will be a one way only system.
- If a child attends the After-School Club in Park Hill Junior School, a staff member will take them after all children have been dismissed from the classroom.

Parents/ carers or responsible adults collecting children must wait in the vicinity of the class exit door. In the event that anyone who is not authorised to do so attempts to collect a child, the school will not allow the child to leave but will contact the known parent immediately.

Where children are subject to court orders that limit contact with a named individual, parents are required to inform the school as soon as possible.

If a child is to be collected by anyone other than their parent/carer, the office must be informed by the parent / carer prior to the collection of the pupil by a phone call to the office. This also applies to a regular arrangement e.g. child minder AND daily changes in collection.

All children not collected by 3:40pm, who are not attending an After-School Activity or Park Hill Junior School's After School Club, are to be brought to the school office by a member of school staff (usually the class teacher/ support assistant.)

Late Collections

It is expected that all parents/carers make robust arrangements for the prompt collection of their child at 3.30pm every day. We understand that this may not be possible in certain exceptional circumstances, but late collection should by no means be a regular occurrence. It is recommended that parents/carers have in place 'back-up' collection arrangements and nominated person(s) who are able to collect their child from school in the event that the regular arrangement fails.

As soon as a parent/carer is aware that they may not be able to collect their child on time, they should attempt to make alternative arrangements for their timely collection and notify the school.

Where a parent/carer is unable to collect their child on time and no alternative collection arrangements can be made, they should contact the school to notify the Office staff of the delay, the reason for the delay and provide an estimated arrival time.

Upon arrival, the parent should enter the school site via the main gate and speak to a member of the Office team before signing their child out using the school's electronic system. This ensures that there is a record of the child's departure from school.

If a child is uncollected at the end of the school day, the school will follow the procedure outlined in Park Hill Infant School's Safeguarding policy, as follows:

- *The school office staff may check with the child to see if there are any changes to arrangements for collection and try to contact the parent or other family members, and wait with the child until someone comes to collect them.*
- *Children will not be released into the care of another parent even where they offer to take the child home, without permission from the parent/carer.*
- *If all possible means of contact have been exhausted and no contact can be made with the parent by **4.30pm**, the school may contact Children's Services Social Care/ MASH to seek further advice.*
- *The school will regularly ask parents to confirm and update contact details and to nominate two family members or responsible adults who can collect the child in the event that they are unable to do so.*
- *Where children are regularly uncollected or collected late, this should be discussed with a member of the Headship Team/ Safeguarding Team.*

Missing Child Procedure

For procedures regarding Children Missing Education, please see the school's Attendance and Safeguarding Policies.

The school takes the safety of children very seriously and will take every precaution necessary to ensure that the children in their care do not leave a session unaccompanied.

Robust school procedures are in place to contribute to the prevention of a child going missing and to ensuring the safety and security of all children at all times. However, in the unlikely event that a child is noted to be missing from the school premises, the school puts into practice agreed procedures.

Stage One

- Headteacher / member of the Headship Team will be notified.
- Office staff are asked to check, on EntrySign and/or SIMS, whether the child has been signed out for an external appointment or has an internal appointment with a visiting professional (School Nurse/Speech Therapist etc.)
- School staff to search systematically across the school site – including toilets, shared areas, rooms and playground.
- Everyone should remain calm.

Stage Two

- After stage one is completed without resolution, school office staff may contact the parents/carers / (police where necessary.) The Headteacher will liaise with any emergency services and parents/carers.
- If the event is during the school day, staff will call registers in all classes to confirm presence of other pupils.

Stage Three

- The Headteacher should communicate the incident to the appropriate Local Authority Office and Chair of Governors.
- A full record of the incident and any action taken should be made as soon after the incident as practicable using CPOMS.
- The Headship Team should reflect on how the situation occurred, how effective the response was and whether there needs to be any change to procedures / routines to ensure it does not happen again.

We will ensure that:

- The school makes regular checks to ensure they have all the necessary phone numbers at hand – correct, up to date and kept together.
- If the Headteacher is not on the premises, the Headteacher will be informed as soon as possible via the school office team, Deputy Headteacher or senior staff member in charge.

Dealing with the media

The Headteacher will liaise with the Local Authority, who will communicate with media if and when necessary.

Approval

This policy will be reviewed every three years, or sooner if required, and will be approved by the Senior Leadership Team and Safeguarding Governor.

Signed: _____

Print Name: _____

Date: _____