

Rickleton Primary School



ARRIVALS AND DEPARTURES Policy

Dates of previous revisions: November 2023
November 2024

Latest revision November 2025

Approved by Governors: November 2025

To be reviewed: November 2026

Review Date	Changes made	Ratification Date by Governing Body
16.01.17	Major revision and amalgamation of previous guidance.	20.02.17
02.09.17	Minor revisions for Rickleton Plus changes.	
21.03.18	Minor revisions due to parent concern.	
22.9.20	Alteration to entrance and exit doors for KS1 and Reception Covid 19 alterations appendices added	October 2020
8.11.2021	Appendix 1 (Covid) removed. LAC pupils also referred to as CFC	November 2021
September 2020	The School Vision added in Legal framework, definition and roles and responsibilities added in	September 2020
November 2022	Date changes Assistant dogs added onto page 1	November 2022
November 2023	Point 2.1 amended to reflect collection times for Y1 and Y2 Point 8.2 – TfC phone number updated	November 2023
November 2024	Point 1.1 – door closing time changed to 8.55am, soft start to the day and Nursery start of day time Point 1.2 – register closing time changed to 9.00am Point 1.3 – absence and no contact process added Point 2.1 – end of day times updated	November 2024
November 2025	No changes	November 2025

Rationale:

Keeping children safe is of critical priority to the staff, parents and governors of Rickleton Primary School. One area of vulnerability is the way pupils enter and are received into school from the care of their parent/carers and then returned to their parent/carers care. The risks, procedures and safeguards are explained in this policy. In addition, this policy sets out the school's response if notified of a lost pupil.

This policy is based on the following beliefs:

- That safeguarding is everyone's responsibility
- A clear procedure understood by all is prerequisite for safe transit of children to and from school
- Good and effective communication is key in ensuring safety
- School will, in partnership with parents, teach children how to manage risk in an age appropriate way.
- Children will at all times exercise their responsibility to act in a sensible and appropriate way according to the rules that will keep themselves and others safe.

1.0 Arrival to school

(main yard years 3, 4, 5 and 6; KS1 corridor years R and Year 2, KS1 yard year 1, Nursery door Nursery)

- Pupils and parents can access the school site no earlier than 8:30am. No dogs are allowed onto site (there is a designated area where dogs are to be tied up away from pupil routes into school) unless they are an assistant dog.
- Parents or someone with parental permission over the age of 16 must supervise children into the premises until special permission may be given in Years 5 and 6 for independent travel. (See 4.0)
- Doors opening is the signal for pupil to begin filtering into school (lines do not form)
- Staff from all year groups will stand to receive pupils at the door and receive messages from parents.
- The school operates a 'soft start' with doors open from 8.45am to 8.55am.
- Nursery sessions start at 8.45am.
- Doors are closed at 8:55am
- After this time pupils and parents must enter school via the main entrance.
- After doors are shut the Premises Manager locks the perimeter gate and carries out a visual sweep of the site: any pupil/parent found trying to gain access after doors are shut is directed/taken to the main entrance.
- After this time no pupil can enter or exit the building other than via the main entrance controlled by admin staff. Until doors open for departure (see section 2.1).

1.2 Morning registration and late pupils

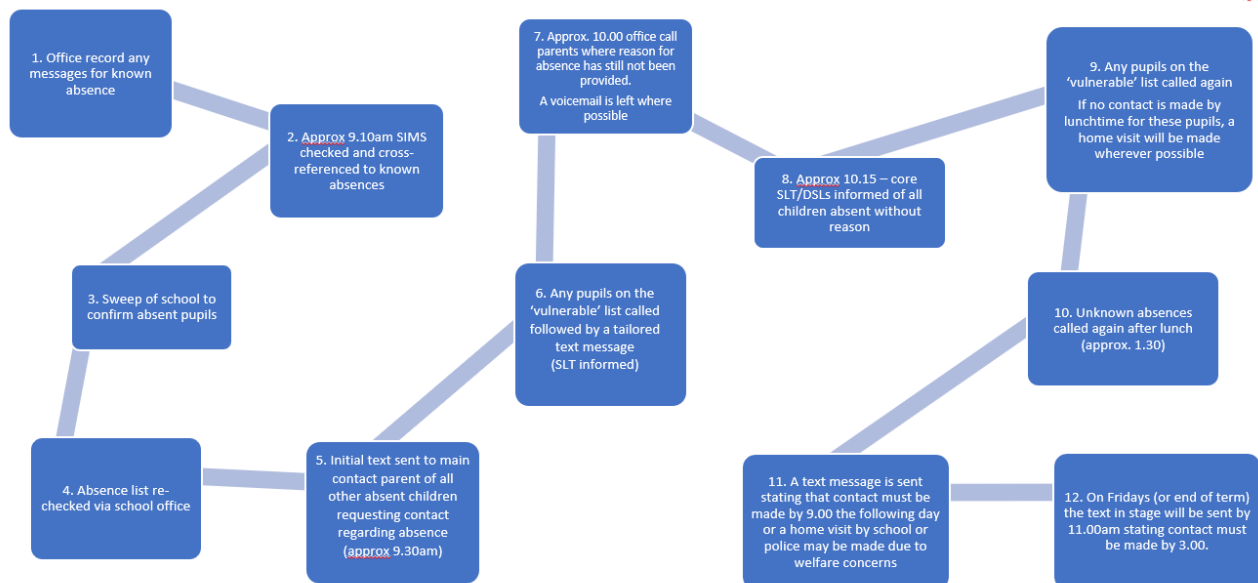
- Registers open at 8:50am and by 8:55am the school is in session.
- Online registers are taken by teachers in their class as the first activity.
- Registers close at 9:00am.
- If a pupil is late for school or encounters their usual entrance door closed, they must enter through the main entrance door.
- The pupil's name, class and time of entry will be logged before they are sent or accompanied to class

- Late marks are recorded for late before registers close i.e. After doors are shut at 9.00am (number of minutes) and late after registers close (code L)

1.3 Registration checks/response if missing

- Once all registers are closed at 9.00am admin staff will review the register
- Late pupils are entered.
- School records a list of pupils whose parent/carer contacts school to inform of illness or other absence
- The following process has been established for children where absence reasons have not been provided:

Absence and No Contact Process



2.0 Departure whilst school is in session

- Pupils who are collected after the school is in session must leave through the main entrance, supervised by admin staff. The identity of the collecting adult will be processed in the following way:
 1. Name and relationship to pupil will be established
 2. Reason for pick up verified
 3. If needed password for collection is verified
 4. Particular care is taken when handing over to unknown adults, pupils designated CFC (LAC), social care input, and those known to have restricted access. A register of known pupils with restricted contact is kept in the main office.
 5. No pupil may be collected by a young person who appears to be under the age of 16 without specific verification with a parent/carer with parental responsibility.
 6. Once verification is established the person collecting will sign to receive the pupil.
 7. If there is doubt as to the identity of a collecting adult, no pupil will be released until contact is made with a parent/carer with parental responsibility and the identity of the person is verified to the satisfaction of staff.

2.1 End of day departure from school

(main yard years 3, 4, 5 and 6; KS1 corridor years R and 2; KS1 yard Years 1 and Nursery door for Nursery)

- The site manager opens external gates for parents/carers to enter site at 3pm

- Parents/carers gather outside their pupil's entrance.
- Reception pupils exit from the Reception fire door from 3:15pm.
- Year 1 exit at 3:20 from KS1 playground and are released to parent/carers on sight
- Year 2 exit at 3:20 from KS1 corridor door and are released to parent/carers on sight
- Year 3 and 4 pupils exit Area 4 and classroom doors at 3:30pm. Staff release pupils to parents on sight.
- Year 5 and 6 pupils exit Area 3 door at 3:30pm. Pupils with permission to walk home unaccompanied will be released and remaining pupils passed to parents on sight.
- If no adult appears to pick up or there is a delay, pupils wait with staff. This is the case if parents collect pupils from two different entrances.
- If an unknown adult appears to collect a pupil, the pupil waits with staff until the issue can be resolved as below.
 1. Name and relationship to pupil will be established
 2. Reason for pick up verified
 3. Password for collection is verified
 4. Particular care is given pupils known to have restriction, CfC (LAC) or social care pupils.
 5. No pupil may be collected by a young person who appears to be under the age of 16 without specific verification with a parent or carer with parental responsibility.
 6. If there is doubt as to the identity of a collecting person no pupil will be released. The collecting person will be directed to the main entrance and the pupil taken to the main office to make adequate checks before a pupil is released.

3.0 Nursery arrangements

Rickleton Primary Nursery school operates in a conjoined building with a separate entrance. There are separate morning 8:45am-11:45am and afternoon 12:30-3:30pm sessions. All pupil arrival or departure once the Nursery is in session is handled through the main school office.

3.1 Nursery entrance into school for both morning and afternoon sessions.

- Pupils and parents can access the school site no earlier than 8.30am for morning sessions and 12.30pm for afternoon sessions. No dogs are allowed onto the site (there is a designated area where dogs are to be tied up away from pupil routes into school)
- Nursery doors open at 8.45 am for the morning session and 12.30pm for the afternoon session.
- 2 members of staff receive pupils at the door and take messages from parents.
- Doors close at 8.55am and 12.35pm.
- After this time parents know that they must enter school via the main entrance.
- After doors are shut the Premises Manager locks the perimeter gates and carries out a visual sweep of the site by 9.15am and by Nursery staff at 12.45pm (afternoon session).

3.2 End of session departure from school for both morning and afternoon sessions.

- A member of the nursery staff opens the gates at 11.30am with the exception of lending library day each Thursday when it is opened at 11.25am or 2.45pm. For the afternoon session, the Premises Manager opens the external gates at 3.00pm in line with end of day departure for the rest of the school.
- The door to nursery is open for parents/carers at 11.45am and 3.30pm and they come in to the nursery cloakroom to collect their child. Children are released to parents / carers when they have visual sight of a familiar adult.
- If staff cannot identify a known adult the child waits until the issue can be resolved. (see section 8).

4.0 Alternative permissions

- **Walking home unaccompanied** - Parents and carers of pupils in Years 5 and 6 are given the option to give special permission for their child to walk home unaccompanied or meet elsewhere in the vicinity of the school e.g. car park. In order for this to occur a

permission slip must be filled out and a register of permission held in the main office – staff know who has permission. Pupils not on the register will not be allowed to walk home unaccompanied unless checks are made first. Pupils are not allowed to walk home between October and February following an after-school club.

- **Taxi pick up drop off** - Parent/carers can make arrangement for pupils to use a taxi. If journeys are to be made unaccompanied school advises parents to take particular care to safeguard their child (only to choose registered taxi firms, to verify drivers are DBS checked). Morning drop off by taxi – the taxi enters through the security gate and parks in the taxi bay admin staff see pupil into school. For pick up taxi drivers enter through the security gate admin staff see the pupils to the taxi. Identity checks are made if the driver is unfamiliar. For LA approved journeys there will be a chaperone who will collect and sign out the child as in section 2.0.
- **Playdate/sleepover** - If an arrangement had been made between adults to pick up other children e.g. to go for tea/sleepover/playdate then school must be notified by the visiting pupils parent/carer that permission has been given. Parents can do this by phone or by seeing staff at the office or school door in the morning. If a situation arises that seems confused or problematic staff would take extra care to contact parents and carers.
- **Returning into school lost item or toileting** – if a pupil needs to re-enter whilst doors are open and staff are supervising pupils may re-enter the building and search/toilet under the supervision of staff. If doors are closed parents are directed to the main entrance and a staff member is called to assist.
- **Other** - For other reasons parents/carers may on occasion or more regularly make arrangements to pick up or drop off to and from the main entrance (lack of mobility, social issues etc).

5.0 Extra-curricular clubs protocol.

- After school club lead teachers will have a registration sheet showing all pupils with permission to join a club.
- This register is circulated to all staff who have a pupil in their class who attends the club. These children are then taken/allowed to walk inside school to the location of their club.
- All staff are asked to effectively communicate messages about any pupil who they know will be missing a club before the club begins.
- The club lead staff registers the children, any un-accounted for pupils are then searched for inside of school and if necessary a phone call to parents is made to locate the pupil.
- At the end of the club parents and carers wait outside the main entrance and the club lead will release pupils to parents on sight (regardless of age of pupil). Special permission is needed to allow an older pupil Y5-6 to walk home alone. This is not allowed between October half term and February half terms due to the dark nights.
- Pupils who are booked to enter Rickleton Plus after a club will be chaperoned to the club door in the annex and handed over by the lead staff member of the club.
- Pupils are not allowed to make their own decision not to go to a club. Rickleton Plus staff will not receive a pupil who is booked in until their club is finished.
- If a pupil remains uncollected after an after school club 4:30pm at the latest, then the pupil is taken to the school office and handed to the care of admin staff who will make phone calls to establish the delay. The pupil will be supervised here until a parent/carer arrives.
- If an extra-curricular club takes place off-site the educational visit policy is used to risk manage the visit (see EVC policy).

6.0 Rickleton Plus childcare (see appendix 2 for Covid 19 alterations)

- Rickleton plus is the school's childcare provision which uses the Annex to provide high quality pupil care before and after school. They operate from 7:30am to the start of school session and from the end of school session to 6pm (Mon-Fri). They take children from age 3-11
- Morning arrival to Rickleton Plus - pupils are taken to the annex door by parent/carer and are handed over directly into the care of Rickleton Plus staff who register them.
- Departure from Rickleton Plus – pupils are accompanied internally to their class base by the Rickleton Plus staff (Year 5 and 6 pupils may walk to class by themselves).
- School to club handover – It is the responsibility of the school office to generate lists of pupils due to attend the club that evening. Teachers will receive the list so that they know which pupils are due to go to the club to avoid pupils leaving at the end of the day. Pupils in Years N-Y4 are collected from their classroom areas. Pupils in year 5 and 6 can make their own way to the club door inside school. Information about pupils who have left due to illness or other authorised reasons are passed onto teachers and Rickleton Plus staff.
- Departure from Rickleton Plus is the responsibility of the staff who hand over pupils to known adults at the end of session in-line with the schools safeguarding policy.

7.0 Emergency situations

- **Lost on route** - If school becomes aware through pupil/parent voice that a pupil was on route to or from school and has not arrived, emergency procedures will apply. After every attempt to contact a parent/carer or other adult associated with the family the police will be notified of the absence/loss.
- **No pick up** - If no parent/carer arrives at school to pick up a pupil. The pupil is taken to the main office and handed over to the admin staff giving name and usual pick up arrangement. Admin staff then attempt to contact parents/carer.
- **If a pupil remains uncollected** the uncollected pupil protocol is used. (see section 8 below)
- **Pupil cannot find adult** - Pupils in years 5-6 who are meeting an adult in a prearranged place, are taught to return into school if they cannot find the adult who they arranged to meet. They know to return to school through any door and tell an adult what had happened.
- **Lost pupil on school site** - All children know that school is a safe place and any pupil who is lost knows to go back into school and find an adult. Parents are told that they should not pick up other children without permission even if they know the child, without first checking with school. Parents are told to return any pupil they think is lost or distressed to school (not to try and help by taking them home).

8.0 Uncollected pupil protocol

We aim to provide a safe and caring environment. In the event that a pupil is not collected or collection is delayed, the pupil will stay with a staff member and be transferred to the school office staff. They will be reassured in order to cause as little distress as possible.

8.1 Late Collection

- In the event that the parent/carer is running late or has made alternative collection with a friend/relative they should ring the school to advise us of those changes so that both the teacher and pupil are aware. The friend/relative should have been given the pupil's password to give to the teacher before the pupil is handed over.

- If it appears that there have been no alternative arrangements made for the collection of a pupil by the parent/carer, the school staff should take the following steps:
 - Attempt to phone the parents/carers that are given on the pupil's form.
 - Attempt to contact any other adults identified as emergency contacts on file.
 - Attempt to contact any other parents/carers who are known to the family to gather information on the adult's whereabouts.
 - All reasonable attempts are made to contact the parents or nominated carers or emergency contacts.
 - The pupil does not leave the premises with anyone other than those named on the registration form.
 - If no one collects the pupil after one hour and there is no one who can be contacted to collect the pupil, we apply the procedures for uncollected children.
 - The pupil will remain with admin staff/class teacher or teaching assistant, If all other staff are unavailable or other staff have to leave for home Head teacher/Deputy Head Teacher will stay with the pupil.

8.2 Non-Collected Children

- Under no circumstances are the staff to look for the parent, nor do they take the pupil to their home address or take them home with them. If there has been no contact made, or no staff available on the premises, telephone the police and give the pupil's details i.e. name, DOB, address, names of parents/carer's and any other contact details.
- It is not appropriate to transfer the pupil to Rickleton Plus even if they are registered to attend as this only transfers the problem to the Club and may lead to delay in raising the alarm about a concerning situation, and potential debt to the club.
- The police are likely to complete a home visit and/or undertake basic enquiries in order to locate the pupil's parents/carers.
- If the police cannot locate an appropriate adult to come for the pupil, they will notify social and health care via the emergency duty team, who will arrange for the pupil to be cared for, (possibly with foster carers).
- The police may decide to take the police protection order (PPO) as part of this process.
- The Head teacher should discuss the incident with the parent/carer at the earliest opportunity in order to address the issue and prevent any further incidents.
- If there are two or more such episodes within a six week period, staff should make a referral to the local authority Social Services duty officer tel. 0191 5617007