

Arrive and Collect Policy for Lacewood Primary School



Approved by: Kelly Webster
(Chair of Governors)

Date: 10.08.26

Last reviewed on: August 2026

Next review due by: August 2027

Lacewood Primary School

This policy is part of the school's policies for safeguarding children.

Our school will give a warm and friendly welcome to each child on arrival and ensure that they depart safely at the end of each session.

Admissions

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 our electronic register, which must record when children are taken from the premises earlier than the usual sessions. Similarly, when a child arrives late, a record is held in the office with the reason for lateness logged. The record will be kept in an accessible electronic file at all times.

Records of daily registers are kept by the school for the recommended years by Local Authority. The school's designated persons for safeguarding children [the Head Teacher and Parent Support Advisor] will ensure these records are monitored.

Arrival at school.

Your children are precious. When bringing your child to school or collecting from school by car, please do not obstruct the school gates or park on the yellow lines, the zig-zag lines or the pavement outside school.

Members of staff will be on duty at the doors for each cloakroom area as children enter school from 8.35am – 8.45am each day.

The school is responsible for children on roll from 8.35am. Once a child arrives on school premises they must not leave without permission. The school day begins at 8.35am and ends at 3.15pm.

The school office is open from 8.00 am for parents wishing to speak to our Parent Support Advisor, Mrs Anson or admin staff.

Teaching staff will be available, in classrooms, to greet the children and ensure a good start to the day. On arrival, a member of staff will record the child's attendance on the electronic attendance system. Any children arriving after the external door has closed must come into school, with a parent, via the front reception door and register with the office staff.

As part of our safeguarding procedures, we will endeavour to contact parents of children who have not arrived at school and for whom we have not received a message, to check why their child is unable to attend, ensuring parents and school know where children are at all times.

The school will monitor the attendance of all children, with a particular emphasis and EWO involvement for any child who has attendance below 90% and a pattern of non-attendance on certain days of the week.

Lateness

The school actively discourages late arrival. The School allows the register to be kept open for up to fifteen minutes from the beginning of registration. The register is open at 8.35am and closes at 8.45am. Any child arriving at school after 8.45am is classed as late and must sign in at the school office on arrival, if they arrive after 9.30am they are classed as late after registers close.

Parents will receive a letter if they have persistently collected their children late, but not to the extent warranting immediate action by Children's Services or Social Care. This will highlight any issues, how it affects the children and the action that will be taken in future. A copy of this letter will be sent to Children's Services if the pattern of late pickups persists. The letter will be logged on the child's electronic recording system as a parental contact but not taken as a referral to other agencies at this stage.

Illness, Medical and Dental Appointments

Parents are encouraged to make appointments out of school hours. Children leaving school premises during school hours must be signed out on the electronic register and parents are asked to show evidence of the appointment (if available). We ask that children come and get their mark if it is necessary to take an appointment during school hours.

Gates

The main gates to the playground will be locked at 8:50am. The main pedestrian gate at the front of the school will be open and used during the day for access.

At 3:00pm the playground gates will be unlocked.

The main car park is for staff use only and is unlocked for staff to exit the site. Children are not allowed to use the main car park gates at any time. Please encourage your children to use the pedestrian entrance.

Departures

Teachers will see their own class out of school and staff will be on duty at their classroom door at 3:15pm.

All children are taught to return to school if the person collecting them is not at the designated place. All children not collected within 5 minutes are to be brought into school where it is safe by the teacher or member of staff on the classroom door.

Collection from school at 3.15pm.

Parents and carers should inform the class teacher or the school office if someone different is going to collect their child. Sometimes parents have to arrange for someone to collect children at short notice and we ask parents to contact school immediately. If we are unsure about a change in collection arrangements we may check with parents or other contacts by telephone. For planned alternative collection our date of birth password system will apply.

All children's default password will be their date of birth (dd/mm/yyyy) which parents / carers can give to trusted adults who they wish to be able to collect their child from school.

It is essential that parents / carers keep this password safe and make arrangements to change it if its security is affected. If family circumstances mean that a date of birth password is not suitable please contact reception who will record your new 8 character code.

Children will be handed into the care of a responsible adult, person over the age of 16, or allowed to walk home alone. All children in Foundation Stage, Years 1, 2, 3, and 4 must be collected by an adult or person over the age of 16.

Year 5 and 6 children may walk home on their own if permission has been granted and parents have made school aware. This will then be recorded on our school system. The school reserves

the right to refuse permission for a child to walk home alone depending on the distance and concerns the school may have at that time.

In the event that someone else should arrive without prior knowledge, the school will telephone the parent/carer immediately and await their advice.

If the parent/carer or alternative nominated adult is going to be late to collect their child, staff must be informed of this on arrival. If the designated adult is late picking up their child without prior warning, the procedure for Uncollected Children will be activated (please see below).

If, as the result of a family breakdown or a court order, one parent or partner is no longer allowed access to a child, please inform the school in writing immediately. Equally as important, please inform us as or when the situation is resolved.

Any person who appears unfit to take full responsibility for the child he/she has arrived to collect will not be allowed to take the child from the premises. If the said person is parent or carer of the child in our care, we will try to contact other contact names on the school data sheet. If that is not possible and the situation cannot be resolved and we feel that the child is at risk, we will contact the duty officer at the Social Services Department or the Police.

Collection from after school clubs at 4.15pm

Children attending after school clubs, led by a member of staff, will be handed into the care of a responsible adult, person over the age of 16, or allowed to walk home alone, as indicated by parents or carers.

All children in Foundation Stage, Years 1, 2, 3, and 4 must be collected from clubs by an adult or person over the age of 16.

Procedure for Uncollected Children

Schools have a responsibility to maintain up to date lists of contact details for parents and carers. When children are uncollected, schools will make every effort to contact carers using this information

We expect pupils to be picked up promptly at the end of the school day, or at the end of activities where these have been pre-booked. If this does not occur, we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

Parents of children who will be collecting their children more than 10 minutes later than our finishing time 3.15pm are reminded to telephone us if they are going to be delayed.

For children who are not collected at the expected time, the following procedure will be carried out:-

- ☐ A check to see if any messages have been received.
- ☐ Contact should be made with a member of the senior leadership team.
- ☐ Check with the office
- ☐ Call parents on given contact numbers

If the child has still not been collected 1 hour beyond the expected pick-up time, and no contact has been established with the parents or emergency contacts, the School is legally required to contact Social Care, to advise that a child in their care has not been collected, for advice and guidance with regards next steps.

Contact should be made with the Social Care Team for the area, asking to speak to the Duty Social Worker:

Social services will aim to find the parent or relative if the members of staff are unable to do so. If the parents or emergency contacts cannot be contacted by Social Care, the child will be admitted into the care of the local authority