



Faith, Family and Fascination

Arrivals and Departures Policy

Boutcher C.E. Primary School

Reviewed by: Megan Whitton

Last reviewed during: Autumn 2025

Next review due by: Autumn 2026

“Love one another. As I have loved you, so you must love one another.”
John 13:34

ARRIVALS AND DEPARTURES POLICY

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

Arrivals

The main gate to the school playground is opened at 8.45 am, when a member of staff is on duty to supervise children. KS2 children go straight to their classrooms to prepare for the day whereas KS1 remain in the playground until the bell is rung for them to line up prior to going into class for a prompt 9.00am start.

Any children arriving between 8.00 am and 8.30 am for early morning clubs need to buzz to be admitted into school and must close the gate behind them. The school caretaker is in the playground at this time to ensure the gate is always safely closed.

The gate is shut at 9.00 am. Parents/carers need to have left the playground prior to 9.00 am.

The car park gates are operated electronically by staff and remain closed after a car has passed through. Parents/carers are not allowed access to school through the car park gates.

Class teachers take the register as soon as they reach the classroom. Any child arriving late must go straight to the office so their attendance can be registered.

It is the responsibility of the parents/carers to ring the school before school starts to notify the office staff if a child is going to be absent. Registers are completed and submitted to the office by 9.10 am. Any child who is not in school by this time is recorded as late. Any child not in school by 9.40 is recorded as an unauthorised late. Office staff will contact parents/carers to find out why they are not in school.

Looked after children and vulnerable children who are absent must be reported to the headteacher as a matter of priority.

The headteacher will arrange to meet with the parents/carers of any child whose punctuality or attendance is a concern. Attendance and punctuality matters are reported regularly at Governing Body meetings.

Departures

The main gate to the playground is opened at 3.20 pm when Reception children are escorted to the playground for collection.

The other classes are brought to the playground at 3.30pm and go with their teacher to their designated places in the playground and line up ready for collection.

All children must tell their teacher that they are going to their responsible adult so that the teacher can see the adult and know that they are leaving the premises.

Parents must notify the school if they wish someone different to collect the child and give their permission for this. Staff must ensure this has been done and that the child obviously knows the adult.

Parents of children in year 5 or 6 who want their child to walk home by themselves must provide the school with written permission to this effect.

Children not collected are brought to the office by staff and their names noted in the Late Book.

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Office staff will then attempt to contact the parents/carers to collect their child. If a child remains uncollected the school will contact social services to inform them we have an uncollected child on the premises.

The school gate is shut after all children have left the playground.

The gate is opened at 4.45 pm for collection of children attending after school extra-curricular clubs. The member of staff leading the club should bring the children to the playground to dismiss them to their responsible adult or for children in Year 5 and 6 with permission they should dismiss them to walk home alone. Once all children have left the school playground they should make sure the gate is safely closed.

Children not collected should be brought back into the school and the staff member should take them to a member of SLT who will contact the child's parent/carer.

Parents of children attending the after- school care club need to ring the club mobile phone number to inform staff that they are there to collect their child. Staff will then escort the child through the playground to meet their parent/carer.

If a child is to be collected during the school day for any reason, the parent needs to attend the school office on entering the premises. Office staff will collect the child from the classroom and take them to the office to meet the parent. The parent must then sign the child out. If the child is returning to school, the parent must bring them straight to the office and sign them back in. Office staff will then take the child back to their classroom.

Respectful Conduct at Drop-Off and Collection

We are committed to maintaining a safe, calm and respectful environment for our children, families and staff at the beginning and end of each school day. Positive and courteous interactions between adults set an important example for our children and support the smooth running of school routines.

Parents and carers are expected to treat all members of staff with respect and courtesy at all times during drop-off and collection. This includes using appropriate language, maintaining a calm tone, and recognising that our staff's priority is to supervise children and ensure their safety during these busy periods.

If a parent or carer wishes to raise a concern or discuss a matter in detail, this should not take place in the playground during arrival or dismissal times. Instead, parents are asked to arrange a mutually convenient appointment with the teacher or via the school office. This ensures that concerns can be addressed properly, privately and without compromising supervision of the children.

We will not tolerate aggressive, abusive, or threatening behaviour towards staff or other members of the school community. Any such behaviour will be addressed and, where necessary, further action will be taken to safeguard staff and pupils. Parents or carers exhibiting this behaviour will be spoken to by the Headteacher. Where the behaviour is directed at the Headteacher, the matter will be referred to the Chair of Governors. In persistent cases, parents or carers will be banned from entering the school playground or premises. Where this occurs, alternative drop-off and collection arrangements will be put in place. These may include collection by an alternative authorised parent/carer, meeting a member of staff with the child at a mutually agreed location, or arrangements for drop-off and collection from the family home.

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By working together respectfully, we help ensure that the start and end of each school day remain safe, orderly and positive for all members of our school community.