



<b>Policy Area:</b>	Arrival and departures		
<b>Date:</b>	September 2016	<b>Policy code:</b>	A8
<b>Lat reviewed:</b>	September 2025	<b>Reviewed by:</b>	Anthony Thomas (C...
<b>Next review:</b>	September 2026	<i>(For all review dates see end of document)</i>	

It is the policy of our school to give a warm welcome to every child and family on their arrival. Under new measures brought in to prevent the spread of coronavirus schools have at times been advised to stagger start and end times of students so that contact groups do not mix. In addition to helping with this we have found the staggered start and end times help drop off and collection time run more smoothly for children and for families with respect to traffic flow. The drop off and collection window of 15 minutes has also been found to be helpful for parents to allow leeway and flexibility. It is therefore our plan to continue with this system for the foreseeable future.

**ARRIVAL TIMES**

**A staggered start and time for classes will be in operation as below:**

- Children in 2-3 Toddler Community. Start: 8:15am to 8:30am (by arrangement children can start at 8am). Please drop off at the side door adjoining the car park
- Children in 3-6 Children’s House. Start: 8:30- 8:45am. Please drop off at the main reception. (Children attending breakfast club may arrive from 8am).
- Children in 6-12 Elementary. Start: 8:45am to 9am. Please drop off at the main reception. (Children attending breakfast club may arrive at 8am).
- Children in Secondary. Start: 8:30- 8:45am. Please drop off at the main reception.

*Children arriving after their allocated slot will be logged as late. Repeated late attendance will be flagged as a concern. **Late arrivals must be logged on the late register file on Google Drive.***

**DROP-OFF OF CHILDREN ON ARRIVAL**

**All classes on arrival:**

- **Medication:** If the parent requests the child is given medicine during the day the parent must ensure they inform the administrator or class staff at drop off. The staff member must ensure that the medication procedure is followed and appropriate paperwork completed at the time.



- **Injury:** If the child comes in with a visible injury or the parent informs the staff of an injury sustained at home an accidents at home form should be completed
- **Toys and home items:** Please encourage your child to keep toys and items at home. Much loved home items can become distracting and cause conflict and upset.
- **Requests to speak to teachers:** Parents of children can pass messages on to teachers via the school administrator. If the matter requires more detailed discussion then a request should be made via the office for a meeting. This ensures that teachers are not pulled away from teaching and care duties when the children are in session.
- **Changes to collection:** If the child is not to be collected by the parent or nominated adults already approved on their collection record at the end of the session, the parent must inform the administrator or lead teacher of the details of the nominated adult who will be collecting the child, along with a mobile number and password. A photograph is also requested. The parent / guardian will be asked to **complete a child collection form** so that the request is in writing. (Note that changes to collection that are made at other times should be phoned through the office and followed up with an email to [collection@cms.cardiff.sch.uk](mailto:collection@cms.cardiff.sch.uk) from a registered parent account with the above information contained in it. Office staff will ensure that the email has been sent from an account we have on file as the parent / guardian's account).

#### DEPARTURE TIMES:

##### A staggered collection time for classes will be in operation as below:

- Children in 2-3 Toddler Community. End: 3pm to 3:15. Please collect from the side door adjoining the car park
- Children in 3-6 Children's House. End: 3:15pm to 3:30pm. Please collect from the side door adjoining the car park
- Children in 6-12 Elementary. End: 3:30-3:45pm Please collect from the main reception. (Children will be discharged directly from the classroom outdoor exits).
- Children in after school activity classes. Please collect from the main reception.
- Children in Secondary. Children will leave from main reception at 4.00pm except Wednesday where they will leave at 6.00pm

*Parents arriving late outside of the above collection times will be charged late collection fees. Please also see the policy on Lost, missing and not collected children.* If a child leaves school early due to illness or in order to attend an authorised appointment they will need to be signed out on **the early collection register on google drive.**

- The planned departure of children should be anticipated by the lead teacher and children should be guided to prepare for departure by collecting items and dressing for leaving.
- Children should always take their wet bag with waterproofs home if these are wet / dirty.
- All medicines should be recovered from the medicine box/fridge only when the parent has arrived and should be handed to him/her personally. The medication policy is to be followed regarding parental signature.



- The parent / guardian should be told about any accidents or incidents and the appropriate records must be signed by the parent before departure. (In line with the accident and incident policy it may be appropriate to contact the parent prior to departure time)

**Authorised collection:**

No child should be handed over to anyone other than the known nominated adult on the child collection register or form. In case of any emergency such as a parent being delayed and arranging for a third party to collect a child, the parent **must** have phoned through to the office and followed up with an email from a registered parent account with the details of the person collecting, their mobile number, password and a photograph where possible. (Office staff will ensure that the email has been sent from an account we have on file as the parent / guardian's account)

**If there is any doubt regarding if the person collecting is approved to collect the child the child should not be handed over** until there is certainty the adult collecting is authorised and approved to do so.

On departure, the child register must be immediately marked to show that the child has left the premises.

**Adults arriving under the influence of alcohol / drugs or in other unfit state:**

In the unlikely event of an adult arriving to collect a child, whether this is the parent/carer or another designated adult (see above procedure), and they are deemed to be under the influence of alcohol or drugs or mentally unstable (this may include behaving in an aggressive manner) staff will not hand over the child but will ask the adult to wait while the senior member of management on duty is contacted. This will normally be the headteacher, or deputy headteacher.

They will assess whether the child's safety and welfare may be impacted if released into this person's care. The safeguarding officer will be involved and the decision will be discussed with the adult. In most cases an additional named adult will be contacted to collect the child and/or the matter will be referred to social services / the duty social care worker. During this time the child will be cared for by another member of staff so they are able to remain calm and engaged in play. All such incidents will be reported to the CMS senior management team. No child will be discharged to any adult where there is concern this may lead to harm of the child.

Where an adult is deemed unfit to drive due to suspected alcohol or drugs consumption, and may endanger themselves and others if they do, we will intervene as long as it is safe to do so and endeavour to prevent this individual from getting back into the vehicle. We reserve the right to also report such matters to the police.



## Arrivals and departures of visitors

For arrivals and departures of visitors a record must be completed on entry and exit in the visitors' book. Visitors must be given a visitors badge to wear. Visitors must wear masks on entry and sanitise their hands. Visitors must be supervised by a member of the CMS team at all times.

Visitors spending the day at CMS for purposes other than prospective parent visits or carrying out work such as repairs and maintenance, must complete the visitors paperwork. This includes: Visitor registration form, suitability declaration, Copy of CV (if appropriate), Photographic ID, compliance declaration and GDPR/information storage agreement.

**Other relevant policies:** Accident and First aid, Lost, missing or not collected child, medication policy.

---

### *Review of policy dates:*

Date of review	Reviewed by	Notes
09/2017	Esma Izzidien	
09/2018	Esma Izzidien	
11/2019	Esma Izzidien	
02/2020	Esma Izzidien	
09/2020	Esma Izzidien	
09/2021	Esma Izzidien	
01/2022	Esma Izzidien	
January 2023	<a href="#">Abigail Eynon</a>	
September 2025	<a href="#">Anthony Thomas (CMS)</a>	Added reference to Secondary Children