



St Issey CE Primary School

Drop-Off and Collection Arrangements

We want the start and end of the school day to feel calm, safe and predictable for all pupils and families. The guidance below explains supervision arrangements and parental responsibility.

Duty of Care

The school's duty of care:

- Begins when your child is formally handed to a member of staff.
- Ends when your child is formally handed back to a parent/carer or authorised adult.

The school is not responsible for incidents that occur:

- Before formal handover to staff in the morning.
- After the formal handover at the end of the day.
- Outside school hours.

Morning Drop-Off

Parents/carers remain responsible for their child until a safe handover has taken place.

If a child is distressed or refusing to leave a vehicle:

- Parents/carers remain responsible for managing this.
- School staff will not remove children from vehicles.

Staff are unable to remove a child from a vehicle because they must supervise other pupils safely, and physical intervention in this context presents safeguarding and health and safety risks.

Handover can only occur once the child has exited the vehicle and is safely presented to staff at the school door.

If behaviour at drop-off presents a risk to others:

- The school may request that the parent remove the child from the site until safe handover can be achieved.
- Staff will determine when entry can proceed safely.



End of Day Collection

Parents/carers become responsible for their child once formal handover has taken place. From that point, parents/carers are expected to manage their child.

Staff must continue supervising pupils still in their care and cannot leave those pupils to manage post-collection behaviour.

Where reasonably possible, staff will offer support; however, immediate adult availability cannot be guaranteed due to supervision responsibilities. In exceptional circumstances, and as a last resort to prevent injury, direct support may be provided where it is safe and appropriate to do so.

Other parents should not intervene in behavioural situations and should instead alert a member of staff immediately.

If a situation cannot be managed safely, the school may request that the family leaves the site and returns once the situation has stabilised.

Communication and Support

If transitions are consistently difficult:

- We can discuss strategies to support smoother handover.
- We can agree on clear routines.
- We can signpost to appropriate services.

Safeguarding

Information shared with us about injuries or distress may be recorded in line with safeguarding procedures and reviewed by the Designated Safeguarding Lead.

These arrangements are designed to support a safe, calm and respectful environment for all members of our school community, in line with our commitment to Safe, Happy Learning.