

Arrivals Departures and School Handover

Little Lanes Out of School Club | Version October 2026

Our commitment

Little Lanes maintains clear handovers and an accurate record of children in its care. This policy covers arrival, school transfer and collection. Read it with the Attendance, Unexplained Absence and Missing Children Policy, the Uncollected Children Policy and the Safeguarding Policy.

Registers and preparation

The manager or session leader checks the expected attendance list and messages before each session, allocates collection and reception duties, and ensures staff know any medical, support or collection arrangements. Changes received by Cheri must reach the session team promptly.

The live paper register is kept on the front table in the canteen, covered and under staff control so children and visitors cannot freely read or alter it. Record each actual arrival and departure immediately, including time and collector or receiving school staff. The laptop booking list is not a substitute for the live attendance record.

Check children individually against the register at handovers and use headcounts throughout the session, especially when moving between areas. Investigate discrepancies immediately. Keep emergency contacts available in the folder in the Little Lanes cabinet at the front of the canteen. Store completed records securely.

Parents and absence notifications

Parents must phone or text Cheri on 07950 875097 before the booked session if a child will not attend, including illness. Give the child's name, session and reason. If an urgent text is not acknowledged, call to confirm receipt. Children booked into Little Lanes must be collected from Little Lanes, including when parents want to collect at school finishing time. They must first be handed over to Club staff, recorded as arrived and then signed out. Parents must not collect them directly from class. Arrange any cancellation with the Club in advance and ensure the school is informed.

Parents must keep iPAL contact, emergency contact, medical and authorised collection information current and notify staff promptly about changes affecting that day. Telling the school alone does not notify Little Lanes.

Arrival at breakfast club

Parents or carers must bring children to the Little Lanes entrance and hand them directly to a member of staff. The entrance is the fire exit in the corridor beside the canteen front entrance. Staff welcome the child, record arrival and receive any important information or medication under the agreed care arrangements.

Dropping a child at the school gate, leaving them to walk down alone or assuming staff have seen them is not a completed handover. Staff must receive and acknowledge the child before the accompanying adult leaves. Raise repeated failures to follow safe handover arrangements with management and the DSL.

Breakfast handover to school

- Reception children go first, accompanied by one or two staff members according to the group and individual needs. Confirm receipt by school staff.
- Children with additional needs receive a direct handover to their teacher or the agreed receiving adult, with relevant support information passed on.
- KS1 children are walked down by one or two staff members according to the assessed staffing needs. Staff check that every child has entered their class and that the school has accepted the group.
- KS2 children join the other Green Lanes pupils during normal morning admission. A Little Lanes staff member watches them leave the Club and follow the internal route into school, ensuring they do not leave the building. Management is obtaining written school confirmation of the point at which school supervision takes over.

Staff account for every child during transfer. Do not release children before school admission opens. If the normal arrival arrangements are unavailable or responsibility is unclear, keep children supervised and contact the school office or session leader. Provide a closer handover where an individual child needs it.

After-school collection and school handover

Class teachers have a weekly schedule showing who is attending Little Lanes. Ad hoc booking information is delivered to classrooms on Monday morning in the week before attendance. Any later additions, cancellations or changes must be passed promptly to the relevant teacher or school office and the collection team, with receipt confirmed. Staff use the current expected list at collection.

Management must agree and document with the school the collection points, routes, times, receiving adults and how booking changes are communicated. Both teams must use current information and resolve differences before handover. Do not assume the two organisations' registers match without checking.

- Reception children are collected first. The collection leader calls each child by name, checks them against the expected list and accounts for every expected child. Two staff members walk the group to Little Lanes. The same leader then collects Years 1 and 2 using the same name checks and two-staff escort process. Maintain adequate supervision of children already at the Club; investigate any missing expected child promptly.
- KS2 teachers may release children booked into Little Lanes to walk directly to the Club ahead of the rest of their class. Club staff receive each child, check them against the expected list and record arrival immediately. If an expected child does not arrive, promptly contact the teacher or school office and follow the Missing Children procedure if their whereabouts cannot be established. Management will obtain a written school agreement covering release time, route, supervision and the transfer of responsibility. Children needing additional support have individual handover arrangements.
- Check each child by name against the expected list at collection and again on arrival. Record the actual transfer of responsibility and pass on relevant welfare information privately.
- Follow the assessed on-site route, keep the group together and account for children at doors and transition points. Do not send a child back alone to find missing belongings.

Where a child attends another school activity before Little Lanes, agree who supervises and hands them over, the expected time and who follows up non-arrival. A booking or assumption that the child is still at an activity does not confirm their whereabouts.

If an expected child is not there

Start checks promptly when an expected arrival or handover is missed. There is no routine one-hour waiting period. Tell the session leader, check Cheri's messages and the booking, and contact the relevant teacher or office to establish whether the child attended and who last had responsibility.

Contact parents or carers and, if needed, emergency contacts. At breakfast club, check with the family whether the child is safely at home or travelling. Do not assume that a non-arriving child is with a parent. Record who confirmed their whereabouts, when and what action followed.

If the child cannot be accounted for promptly, follow the Missing Children procedure. Little Lanes acts alongside the school and does not wait for the school to act on its behalf. Call 999 immediately where a child is young, vulnerable or in immediate danger, or abduction is suspected. Do not delay an emergency call to finish checks or obtain permission.

Once the child is confirmed safe, update the register. A reminder about future absence notifications may be emailed after safety has been established; email is not a substitute for urgent enquiries about an unaccounted-for child.

Patterns of absence and welfare concerns

The DSL considers unexplained or prolonged absences, repeated lack of notification and the child's and family's circumstances. Record relevant explanations and actions, offer appropriate support and refer concerns to Children's Social Care or request a police welfare check where warranted. There is no fixed number of absences before action can be taken.

Staff must not leave the Club to conduct unplanned home visits or compromise supervision to check an address. Use the safeguarding procedure and seek the appropriate agency response. Routine explained absences do not automatically require a referral.

Collection from Little Lanes

Parents or carers must collect at the end of the child's booked session, including the 4:30 pm or 5:45 pm session where booked. A staff member checks who is collecting, oversees sign-out and ensures the actual departure time is recorded before the child leaves. Prevent other children leaving through the door during a handover.

Release a child only to an authorised collector whose identity is confirmed. Check current permissions and any relevant court order or safeguarding restriction. Being listed as an emergency contact does not by itself authorise collection. Resolve uncertainty with management before handover.

Collection passwords and identification

Little Lanes is introducing a collection password for each family. Parents will be asked to provide one through the process explained in the parent notice. Passwords are stored securely and accessed only by staff who need them. Parents should share the password only with authorised collectors and tell the Club if it needs changing. Staff must never disclose the recorded password to help someone pass a check.

Staff may ask any collector, including a parent, to show suitable identification, particularly if they are unfamiliar to the staff on duty. We normally inspect identification without copying it. If identification or a password is unavailable, staff must verify identity and collection authority through known contact details and management before releasing the child. During the password rollout, use these checks where a password has not yet been recorded.

A different person collecting

Parents must notify the Club in advance if someone not already authorised will collect. Record the person's name, description, collection arrangements and agreed password. Verify the parent's instruction through established contact details; do not rely solely on an unfamiliar message or a number supplied by the collector.

Ask for the agreed password and suitable identification where needed. A password alone does not override doubts about identity or authority. Keep the child supervised while contacting the parent using the details on file. Do not release the child until staff are satisfied the handover is authorised and safe.

Independent departure

Children over eight years old (aged nine and above) may leave alone only following management agreement, a recorded assessment of the individual child and written parental permission. Children aged eight or younger must be collected by an authorised adult. This is the Club's chosen age threshold, not a claim that age alone establishes readiness. Permission must specify the agreed departure time, destination and arrangements. Consider maturity, additional needs, route, daylight and current conditions; do not release a child alone if staff have a safety concern. Contact the parent to arrange collection instead. Record actual departure. Permission to leave alone does not authorise the child to collect a younger child or override school handover arrangements.

Late or unsafe collection

If delayed, parents must call Cheri on 07950 875097 and ensure the session staff receive the message. Follow the Uncollected Children Policy from the end of the booked session, including contact attempts, supervision, safeguarding escalation and the published late charges. Staff must not leave a child alone or take them home themselves.

If a collector appears impaired or staff believe the child would be unsafe, involve the session leader and DSL promptly, seek safeguarding advice and arrange another authorised collector where possible. Call 999 if there is immediate danger. Avoid a physical confrontation and follow the Safeguarding and Managing Aggressive or Abusive Adults policies.

Records and staff responsibilities

Record handover difficulties, missing-child concerns, unauthorised collection attempts and safeguarding action factually and securely. Brief staff on changes, ensure cover staff understand the arrangements and review the procedure after an incident or a change to routes or school routines.

Approval and review

Adopted by: Little Lanes Out of School Club

Date approved: October 2026 Review date: October 2027

SignedMG Name and role: Megan Garratt - Manager

Review within 12 months of adoption and sooner if arrangements or guidance change. Share this policy with families and agree the relevant handover arrangements with the school.

Reference: EYFS statutory framework for group and school-based providers, effective September 2026: child absences (3.11–3.12), safe release and site access (3.89), information and records (3.95) and daily attendance (3.104).

www.gov.uk/government/publications/early-years-foundation-stage-framework--2