



Collecting Children from School Policy

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Statement of intent

St Paul's Primary School is committed to ensuring the safety of all pupils when they leave school at the end of the day. We appreciate that, for many families, arrangements need to be flexible and it may be that several people care for the child after school. For this reason, we have set out clear procedures that all staff and parents must adhere to, to ensure the safeguarding and wellbeing of pupils. The aim of this policy is to:

- Keep pupils safe.
- Ensure all staff members are aware of the correct procedures for the end of the school day.
- Make parents aware of the expectations regarding collecting children.
- Highlight the importance of parent-school communication.

Please note that this policy only applies to instances where pupils are collected from school. Procedures relating to pupils leaving school independently and travelling to and from school are covered in the school's Travel to and from School Policy.

Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Education Act 2002
- DfE (2026) 'Keeping children safe in education 2026'
- DfE (2023) 'Understanding and dealing with issues relating to parental responsibility'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Extended Services Policy
- Travel to and from School Policy and Plan
- Child Protection and Safeguarding Policy

Roles and responsibilities

The headteacher will be responsible for:

- The overall implementation of this policy.
- Communicating this policy to all members of staff and parents.
- Ensuring effective procedures are in place for pupils travelling to and from school.
- Liaising with parents to establish whether individual pupils need extra assistance.
- Informing parents where their child has not turned up to school to coordinate an effective response.
- Ensuring arrangements for dedicated school transport are in place.

Staff will be responsible for:

- Ensuring all pupils are collected safely at the end of the school day.
- Being wary of suspicious behaviour at the school gates.
- Monitoring the behaviour of pupils as they leave the school.
- Reporting any safeguarding concerns identified during the end of the school day to the DSL.

Parents will be responsible for:

- Adhering to the principles outlined in this policy.
- Ensuring their child is aware of, and adheres to, the established route for travelling to and from school.
- Informing the headteacher when their child has not returned home from school.

- Communicating to the school if they are going to be late to collect their child.

Pupils will be responsible for:

- Behaving appropriately when travelling to and from school.
- Making sure they arrive to school on time.

General collection procedure

Parents will promptly collect pupils at the end of the school day, which is 15:15 for KS1 and 15:20 for KS2 from the child's classroom. Parents will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone, zero tolerance on aggressive behaviour towards staff member.

Staff members will supervise until all pupils have been collected, accounting for the school's late collection procedure.

Parents will be advised to be mindful of where they are parking when collecting their children so as not to disrupt traffic or block access. Additionally, parents will not leave their vehicles idling whilst waiting to collect their children. Parents should not be using the school staff car park to park cars.

Pupils will be allowed to travel home on their own as long as this arrangement is appropriate for their age and their parents are aware of this. Written permission is needed before a child is able to travel home alone.

Staff members will not release a pupil if it is felt that the parents are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety. In these cases, the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.

The procedure for pupils travelling on designated school transport and public transport will be carried out in line with the Travel to and from School Policy and Plan.

After-school club collection procedure

All after-school clubs and extra-curricular activities will finish at 16:15 unless otherwise communicated with parents.

Parents will collect the children from the school gate (the same as the end of day collection).

If parents are late to collect their children the late collection procedure will be followed.

Late collection procedure

Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child this should be before the end of the school day.

The school will allow for a **15-minute** window for late arrival. If a pupil has not been collected **15 minutes** after the specified collection time, a staff member will contact the pupil's parents. If the pupil's parents cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to

try and contact the parents. If the parents and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in this policy.

The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents being late.

Recurrence of late collection

The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where parents are late.

Concerns regarding a pupil's safety and welfare associated with late collection will be dealt with in accordance with the school's Child Protection and Safeguarding Policy. This can involve calling children's social care.

In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the parents inviting them to a discussion about their circumstances.

Collecting a child on someone's behalf

The school will never release a pupil into the care of another adult who is not a family member or named emergency contact without the consent of their parents.

Social workers will not be permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents and the pupil themselves.

The school will not accept a list of people who may collect the pupil as a substitute to calling the school office and informing the school directly of the change in collection.

Pupils may be collected from school by an older sibling if the sibling is aged 16 or older and there is consent to do so.

If parents wish for their child to be collected by another party who does not have parental responsibility, whether this is a regular occurrence or a single occurrence, they will notify the school.

In the event of an emergency, verbal consent may be accepted for an agreed individual to collect a child. This arrangement will be recorded, and a password will be provided to the designated person. All details of the emergency collection, including the given consent and password, will be documented in the child's records.

Staff members who are unsure of an adult's identity will ask to see identification. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:

- A staff member will take the pupil to the school office
- The pupil's parents will be contacted for further advice
- A member of the SLT will be made aware of the situation
- If the pupil's parents are not contactable, the standard procedure for uncollected pupils will be followed

Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

Non-collection procedure

The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be kept.

A home visit may be completed to see if the parents can be located.

A staff member will supervise the pupil at all times.

If no contact can be made with a parent or authorised adult, the school will contact Social Care, and the police if appropriate.

A member of staff will stay with the pupil until children's social care arrives.

Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents.

Monitoring and review

Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and will be amended where necessary.