



Collecting Children from School Policy

Date of Review	1/10/2025
Date of Next Review	1/10/2028
Signature of Chair	Lee Houghton

Contents:

[Statement of intent](#)

1. [Legal framework](#)
2. [Roles and responsibilities](#)
3. [General collection procedure](#)
4. [After-school club collection procedure](#)
5. [Late collection procedure](#)
6. [Recurrence of late collection](#)
7. [Collecting a child on someone's behalf](#)
8. [Non-collection procedure](#)
9. [Monitoring and review](#)

Statement of intent

Lyppard Grange 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/carers 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/carers aware of the expectations regarding collecting children.
- Highlight the importance of home-school communication.

Please note that this policy only applies to instances where pupils are collected from school.

1. Legal framework

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

- Section 175 of the Education Act 2002
- DfE (2025) 'Keeping children safe in education 2025'
- DfE 'Understanding and dealing with issues relating to parental responsibility'

2. Roles and responsibilities

The Head Teacher is responsible for:

- The overall implementation of this policy.
- Communicating this policy to all members of staff and parents/carers.
- Ensuring effective procedures are in place for pupils travelling to and from school.
- Liaising with parents/carers to establish whether individual pupils need extra assistance.
- Informing parents/carers 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 point of collection.
- 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/carers are 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 Head Teacher when their child has not returned home from school.
- Communicating to the school if they are going to be late to collect their child or if there are any changes to the agreed arrangement.

Pupils are responsible for:

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

3. General collection procedure

When a child starts at the school parents/carers are asked to provide information about their child including details about the person/people who will be collecting the child at the end of each school day. This is recorded on Arbor. The school recommends that all children are

collected by an appropriate adult at the end of the day. Where there are different arrangements for different days, parents/carers are asked to provide the specifics of this to the class teacher. This information will be used by staff when dismissing children at the end of the day. Parents/carers are asked to update the information provided on Arbor, via the app, whenever there is a change to the information held.

Parents/carers will promptly collect pupils at the end of the school day, which is 3:30pm, from the Child's classroom door. Parents/carers will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke and pet free zone, and to be mindful of where they are parking when collecting their children so as not to disrupt traffic or block access.

Staff members will be on the classroom doors until 3:40pm. Any children who have not been collected by this time will be taken to the School Office for phone calls to parents/carers to be made and children will then be collected from the main entrance. Pupils may have to join the after-school care club, which parents/carers will be liable to pay the cost for this service.

Parents/carers may choose for older children to walk home alone, unsupervised. In deciding whether to allow a child to walk home alone and unsupervised, parents/carers are urged to consider whether their child is sufficiently responsible and sensible to do this – the child's age alone should not be the determining factor. Pupils will be allowed to travel home on their own as long as the class teacher has been informed in writing of this arrangement by the pupil's parents/carers, prior to this commencing.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility and following any specifics provided by the parent/carer.

The school has a clearly defined procedure, which is followed in the event of the relationship between a child's parents/carers breaking down. Unless there is a court order, of which the school must have a copy, preventing one parent's contact with the child we are unable to deny access. However, from time to time we may seek clarification from one parent/carer if the arrangement differs from the specifics provided.

It is the preference of the school that no person under the age of 16 years collect a child from school.

Staff members will not release a pupil if it is felt that the parents/carers are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety. If staff feel that the parent/carer collecting a child is unfit to care appropriately for a child because they may be under the influence of either alcohol or drugs, and the safety and wellbeing of the child may be compromised, the staff member must contact a member of the Senior Leadership Team. The member of the Senior Leadership Team will assess the situation and if they feel that the parent/carer appears unable to take responsibility for the child they will take appropriate action.

In these cases, another listed contact will be called to collect the child. If another listed contact is not available then the school's Child Protection and Safeguarding Policy will be followed and Children's Social Care, or the Police if appropriate, will be contacted.

Under no circumstances will staff members take pupils home themselves.

4. After-school club collection procedure

The majority of after-school clubs and extra-curricular activities finish at 4:30pm.

Parents/carers will follow the normal collection procedure, as outlined in the '[General collection procedure](#)' section of this policy, when picking up children from after-school clubs, however pick-up points are detailed in the club offer letter. School staff will release children to parents/carers following home time arrangement information provided by parents/carers at the point of booking a place for their child in the club.

Where after-school club provision is provided by an external organisation, school staff will release children to parents/carers following home time arrangement information provided by parents/carers at the point of booking a place for their child in the club.

Pupils who have not been collected following an after-school club will be escorted to the school's after-school care club.

If parents/carers are late to collect their children, which results in the pupils attending the after-school care club, parents/carers will be charged as outlined below.

5. Late collection procedure

Parents/carers will notify the school at the first possible opportunity if they believe they will be late to collect their child.

The school will allow for a 10-minute window for late arrival. If a pupil has not been collected 10 minutes after the specified collection time, a staff member will escort them to the school's office before trying to contact the pupil's parents/carers. If the pupil's parents/carers cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to try and contact the parents/carers. Meanwhile the pupil will join the after-school care club, which parents/carers will be liable to pay the cost for this service.

If the parents/carers and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in the '[Non-collection procedure](#)' section of this policy.

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

All staff members, including those in charge of after-school activities, will be aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

While awaiting collection, pupils will be supervised at all times, ensuring appropriate staffing ratios are met.

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

6. Recurrence of late collection

The length and frequency of late collections are monitored by the school.

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.

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

Parents/carers will be made aware of the arrangements that may be put in place if they continue to collect their child late, including after-school care club fees they may be liable for.

7. Collecting a child on someone's behalf

The school will never release a pupil into the care of another adult who is not a listed contact without the consent of their parents/carers.

Where no listed contact is able to collect, parents/carers are directed to call the school office and inform 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.

School recognises that from time-to-time arrangements change, sometimes for a single occasion, sometimes for the longer term. For occasional, one-off changes, for example where a parent/carer is unexpectedly delayed, parents/carers are asked to contact the school to inform us of a change in collection arrangements. For longer term changes, details must be provided by parents/carers in writing.

In an emergency, verbal consent may be given for an agreed person to take their child home. Verbal consent will include a full physical description of the person and a password, unless already known to the school. A password will be requested to be used by both parties to ensure the identity of the person collecting the pupil is the individual arranged by the parent/carer.

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/carers will be contacted for further advice
- A member of the SLT will be made aware of the situation
- If the pupil's parents/carers 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.

Social workers will not be permitted to collect pupils from the school to attend meetings such as Care Reviews and Contact without the prior consent of the school, foster carers, parents/carers and the pupil themselves.

8. Non-collection procedure

The school will continue to try and contact the parents/carers and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be recorded in the school's safeguarding system.

Under no circumstances will staff members go and look for the parents/carers. A staff member will supervise the pupil at all times.

If, in the event of a child not being collected 90 minutes after their agreed collection time, Children's (Social) Services and/or the police will be contacted. On no account must a child be taken by a person not known by the school. Staff are not permitted to take children home, however well-intentioned this might be.

Once the situation has been resolved, the reason the circumstances arose will be established and noted in our safeguarding system, and steps to avoid recurrence will be taken by the school and parents/carers. Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary.

9. Monitoring and review

This policy will be reviewed on a three yearly basis by the Head Teacher and DSL. The next scheduled review date for this policy is October 2028.

Any changes made to this policy will be communicated to all staff and parents/carers.