



Collecting Children from School Policy

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Statement of intent

Radwinter CofE 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 including our wraparound care and school-run extra-curricular activities.

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 (2021) 'Keeping children safe in education 2021'
- DfE (2018) '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
- Child Protection and Safeguarding Policy

2. General collection procedure

Parents will promptly collect pupils at the end of the school day, which is 3:10pm, from the playground. 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 and no dogs are permitted on the school site.

Staff members supervise the playground until all pupils have been collected, accounting for the school's late collection procedure outlined in [section 4](#) of this policy. Sufficient staff to pupil ratios will be met at all times during the collection process.

Pupils in Year 6 will be allowed to travel home on their own as long as the headteacher has been informed of this arrangement in writing by the pupil's parents/carers, prior to this commencing.

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 unless agreed in writing by an adult with parental responsibility (e.g. a parent emailing to notify of a playdate and one-off alternate collection).

Under no circumstances will staff members take pupils home themselves.

3. After-school club collection procedure

All extra-curricular activities will finish at 4:15pm and our wraparound care club finishes at 6pm.

Parents will follow the normal collection procedure, as outlined in [section 2](#), when picking up children from after-school clubs.

Where after-school extra-curricular club provision is provided by an external organisation, it is the responsibility of that organisation to implement an appropriate process for the collection of pupils, ensuring that they effectively identify and respond to safeguarding concerns.

Pupils who have not been collected following an after-school extra-curricular club will be escorted to the school's wraparound care club and parents will be charged in accordance with the school's Extended Services Policy.

If parents are late to collect their child/ren, which results in the pupil/s attending our wraparound care, parents will be charged in accordance with the school's Extended Services Policy.

4. Late collection procedure

Parents 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 at the end of the school day. If a pupil has not been collected 10 minutes after the specified collection time (after 3:20pm), a staff member will escort them to the school's wraparound care club before trying to contact the pupil's parents.

If the pupil's parents cannot be reached via the contact details provided, emergency contacts will be tried 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 [section 7](#).

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 extra-curricular 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 in our wraparound care club, ensuring appropriate staffing ratios are met. Parents will be liable to pay the cost for this service.

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.

5. 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 with no reasonable explanation.

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 inviting them to a discussion about their circumstances.

Parents will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school's right to enforce a penalty charge in addition to the charge for ad hoc wraparound care.

Wraparound Care – If there are two instances of collection past 6pm from wraparound care (4:15pm on Friday) then a letter will be sent home advising that should there be a third occasion the child's place will be removed for a duration of time (one week or five sessions).

6. Collecting a child on someone's behalf

The school never releases 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 are not 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/emailing 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. 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 must notify the school by calling/emailing and provide a secure password.

In an emergency, verbal consent may be given for an agreed person to take their child home. Verbal consent must include a full physical description of the person, unless already known to the school. A password may 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.

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.

- The Headteacher 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, including adults with parental responsibility, if they are showing signs of distress or anxiety.

7. Non-collection procedure

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

Under no circumstances will staff members leave the site to search for parents. A staff member will supervise the pupil at all times.

If no contact has been made with the pupil's parents or emergency contacts, and no one has arrived to collect the child within one hour of the expected collection time, the school's Child Protection and Safeguarding Policy will be followed. Children's Social Care, and the police if appropriate, will be contacted.

A member of staff will remain with the pupil until Children's Social Care arrives.

Once the situation has been resolved, the reasons for the circumstances will be established and recorded, and steps will be agreed between the school and parents to prevent a recurrence.

8. Monitoring and review

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

This policy will be reviewed on a bi-annual basis by the Headteacher and DSL. The next scheduled review date for this policy is June 2028.

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

Letter to Parents: Collecting Pupils from School

RE: Collecting pupils from school

Dear Parents/Carers,

I am writing to you today with regard to pupils who are being collected late from school, who are being collected by other people than those specified, and who are often not collected altogether.

I would first like to take this opportunity to thank those parents who abide by the school's policy for collecting pupils from school.

Our school has a Collecting Children from School Policy, which I have included with this letter for parents to review. Despite this, it has come to my attention that some parents are not following the procedures that are in place. It is for this reason that I would like to take the opportunity to explain the importance of the school's Collecting Children from School Policy and why there is a need for consistent procedures to be established and adhered to.

Through this letter, I hope to provide clarification on the school's procedures for collecting your children, and avoid any confusion, inconvenience and frustration in the future. I urge parents to read the contents of this letter thoroughly.

At our school, the safety of your children is of the utmost importance to us, which is why we have the following procedures in place.

Running late

If, when coming to pick your child up from school, you are running late, we ask that on each separate occasion you ring the School Office on 01799 599248 and inform the school that you are running late and when you can be expected at the school. We also ask that you be mindful of the time at which you notify the school; wherever possible, we ask parents to notify the school no later than 30 minutes before the specified collect time.

If applicable, please also name the person who will be collecting your child on your behalf. The school may ask you for a description of the individual if they are unknown to the school. Additionally, we may request that a password is put in place, for us to ask the individual who comes to collect your child. Pupils will not be released from the school unless staff are completely satisfied that they are safe. When parents are not at the school on time to collect their children, pupils will be kept in the School Office and will be supervised by an available member of staff.

Recurring late pick-ups

As our policy states, the length and frequency of late collections are monitored by the school, and any concerns regarding a pupil's safety that may be associated with late pick-ups will be appropriately addressed by the school's DSL, where applicable.

A record is kept of incidents where parents are late with no reasonable explanation, and the school may charge a £15 fine for parents who are late to collect their child more than three times a term without a reasonable explanation. In addition, the school may send parents a letter inviting them to a discussion about their circumstances and any arrangements that can be made to assist the parents.

Non-collection

It is unfeasible to expect school staff to supervise pupils after the end of the school day. A section pertaining to non-collection can be found in the Collecting Children from School Policy and should be read with care.

A member of staff will supervise the pupil and the school will try to contact parents, and other listed emergency contacts, in the event that a child is uncollected from the school. Under no circumstances will school staff go looking for parents. If no contact can be made and no specified adult (someone that has been approved to collect the pupil) has come to collect the pupil within an hour of the original collection time, the school will have no alternative but to follow their child protection procedures and contact children's social care or the police.

Collecting a pupil on someone's behalf

The school will never, under any circumstances, allow a pupil to leave the premises with an adult who has not been specified as someone with responsibility for collecting the pupil. If there is a change in who will be coming to collect a pupil, this **must be communicated to the school**, where a description of the person and a password will be asked of you, to ensure your child's safety.

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. Having a list of potential adults who may or may not be collecting a pupil is a gateway to confusion and inconsistencies, which is where mistakes can be made.

It should also be noted that the school may ask the individual who is collecting the pupil for proof of identification, and they should be ready to provide this.

Finally, please have the same consideration for the above when your child is attending an after-school extra-curricular club including our wraparound care – the procedures outlined in this letter and in the included policy are still enforced and should still be followed

I understand that sometimes emergencies happen which may make the above procedures seem cumbersome; however, I would like to reassure you that the school has these procedures in place for the sole purpose of protecting the pupils of the school. The whole school appreciates your cooperation with following these procedures and we will be understanding of valid explanations and emergencies.

If you have any queries in relation to this letter, you are welcome to contact me via the School Office at admin@radwinter.essex.sch.uk. I will, of course, be happy to respond to any queries.

Also included in this letter is a slip which should be completed and handed back to the School Office by the end of the week. The slip outlines the emergency contact details for your child. I am asking that parents complete this slip to ensure that the school holds accurate and up-to-date emergency contact details for all pupils.

Thank you for taking the time to read this letter. I would also like to reiterate my thanks to the vast majority of parents who follow the school's procedures.

Kind regards,

Name

Headteacher

Non-collection of Pupil Letter Template

RE: Non-collection of pupil

Dear name of parent,

As you are aware, name of child was not collected from school on day/date and we were unable to contact you, or the emergency contact, via the details you provided to the school.

I would like to remind you that, in the event of non-collection of a pupil, name of school must work in accordance with child protection procedures. For this reason, children's social care were made aware of the situation on date.

I hope the reasons for the late collection of your child are not serious, but I encourage you that if you are experiencing difficulties collecting your child on time, or arranging transportation for them, please do come in and speak to either myself or your child's teacher and we can discuss ways in which we may be able to help.

Kind regards,

Name

Job role