



**Haggonfields**  
Primary School

# **Collecting Children from School Policy**

July 2026



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| <b>Policy:</b>       | Collection from School |
| <b>Approved by:</b>  | Headteacher            |
| <b>Date:</b>         | July 2026              |
| <b>Review cycle:</b> | Annual                 |

| VERSION CONTROL |          |          |         |
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| VERSION         | DATE     | AUTHOR   | CHANGES |
| 1               | 7/7/2026 | S Thorpe |         |
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## **Statement of intent**

Haggonfields Primary School believes it is essential to ensure all pupils are safe 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.

## 1. Legal framework

1.1. This policy has due regard to statutory 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 (2017) 'Statutory framework for the early years foundation stage'
- DfE (2018) 'Understanding and dealing with issues relating to parental responsibility'

1.2. This policy will be used in conjunction with the following school policies:

- **Health and Safety Policy**
- **Child Protection and Safeguarding Policy**
- **Attendance Policy**

## 2. General collection procedure

2.1. Parents will promptly collect pupils at the end of the school day, which is:

**3:00 pm for all pupils in Reception to Year 6**  
**11.45am for Nursery pupils**

2.2. Parents will wait in the school playground for their child to be dismissed.

2.3. Class teachers will dismiss pupils into the playground at the end of each day.

2.4. Staff members supervise the class until all pupils have been collected, or left the school if they have permission to leave alone, accounting for the school's late collection procedure.

2.5. Sufficient staff to pupil ratios are met at all times during the collection process, including statutory ratios in relation to EYFS pupils.

2.6. Under no circumstances will staff members take pupils home themselves.

2.7. Parents are 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 allowed on school premises.

2.8. Y6 pupils (Y5 in Summer term) will be allowed to walk home on their own as long as the class teacher has been informed **in writing** of this arrangement by the pupil's parents, prior to this commencing.

- 2.9. 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.
- 2.10. Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.

### **3. After-school club collection procedure**

- 3.1. All after-school clubs and extra-curricular activities will finish at 4:00pm.
- 3.2. Parents will use the collection procedure outlined in the letter for after school clubs when picking up children.
- 3.3. Where after-school 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.
- 3.4. Pupils who have not been collected following an after-school club will be escorted to the school office.

### **4. Late collection procedure**

- 4.1. Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child.
- 4.2. The school allows for a 10-minute window for late arrival.
- 4.3. If a pupil has not been collected 10 minutes after the specified collection time, a staff member will escort them to the school office before trying to contact the pupil's parents.
- 4.4. If the pupil's parents cannot be reached via the contact number provided, emergency contacts will be phoned.
- 4.5. The school will continue to try and contact the parents.
- 4.6. All staff members, including those in charge of after-school activities, are 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.
- 4.7. Pupils will be supervised at all times, ensuring appropriate staffing ratios are met – including those outlined in the 'Statutory framework for the early years foundation stage' where necessary.

- 4.8. 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.
- 4.9. If the parents cannot be contacted, the non-collection procedure will be followed.

## 5. Recurrence of late collection

- 5.1. The length and frequency of late collections are monitored by the school.
- 5.2. 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**.
- 5.3. The school will keep a record of incidents where parents are late with no reasonable explanation.
- 5.4. 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.
- 5.5. 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.
- 5.6. **The school will charge a £15 fine, for parents who are late to collect their child more than three times a term without a reasonable explanation. This fine will be instigated after three separate incidents but represents a £5 charge per incident. Any future incidents will be charged at £5 each.**

## 6. Collecting a child on someone's behalf

- 6.1. 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.
- 6.2. 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.
- 6.3. Pupils may be collected from school by an older sibling if the sibling is aged **16** or older.

- 6.4. 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, this must be put in writing to the school.
- 6.5. In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded. Verbal consent must include a full physical description of the person, unless already known to the school.
- 6.6. 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.
- 6.7. Staff members who are unsure of an adult's identity will ask to see identification.
- 6.8. 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.
- 6.9. Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety as a result of their presence.

## **7. Non-collection procedure**

- 7.1. The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection.
- 7.2. A detailed record of the action taken, and the calls made, will be kept.
- 7.3. Under no circumstances will staff members go and look for the parents.
- 7.4. A staff member will supervise the pupil at all times.
- 7.5. **If no contact has been made with the pupil's parents or emergency contacts, and no one has arrived to collect the child by 4.30pm, the school's child protection procedure will be followed and NCC children's services and the police will be contacted. If a child has attended a pre-arranged after-school club, the time that the school will invoke child protection procedures is 5.00pm. This is necessary due to the working hours of staff and NCC children's services.**
- 7.6. A member of staff will stay with the pupil until children's services arrives.

- 7.7. 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.

## 8. Monitoring and review

- 8.1. Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary.
- 8.2. This policy will be reviewed on an annual basis by the headteacher and DSL.
- 8.3. Any changes made to this policy will be communicated to all teaching staff and parents.

## Non-collection of Pupil Letter Template

Address line one

Address line two

City/town

Postcode

Date

**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 services and the police 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