



HILL WEST
Primary

FOUR OAKS

**Collecting Children from
School Policy**

Hill West Primary School is a member of the Arthur Terry Learning Partnership

HILL WEST PRIMARY SCHOOL

ACE: Ambitious, Curious and Ever-Respectful

COLLECTION POLICY

Hill West Primary School is committed to ensuring the safety of all pupils when they enter school at the start of the day and 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 start and end of the school day.
- Make parents aware of the expectations regarding collecting children.
- Highlight the importance of parent-school communication.

Legal framework

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

- Education Act 2002
- DfE (2023) 'Keeping children safe in education 2023'
- 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 Head Teacher 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 arrive at the start of the school day and 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 enter and leave the school.

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

Pupils will be responsible for:

- 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 3.15pm or 3:20pm, 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.

Staff members will supervise the playground until all pupils have been collected. Sufficient staff to pupil ratios will be met at all times during the collection process.

Pupils in Years 5 and 6 will be allowed to travel home on their own as long as the Head Teacher has been informed of this arrangement by the pupil's parents, 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.

Under no circumstances will staff members take pupils home themselves.

After-school club collection procedure

All after-school clubs and extra-curricular activities will finish at 4:20pm.

Parents 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.

Where after-school club provision is provided by an external organisation, it will be 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 club will be escorted to the school's after-school care club.

If parents are late to collect their children, which results in the pupils attending the after-school care club, parents will be charged in accordance with the school's Extended Services Policy.

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 15-minute window for late arrival. If a pupil has not been collected 15 minutes after the specified collection time, a staff member will escort them to the school's main entrance 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 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 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.

The pupil will join the after-school care club, which parents will be liable to pay the cost for this service.

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 being late.

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.

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 writing.

In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents confirming that the arrangement was made at their request. Verbal consent will 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
- 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.

Under no circumstances will staff members go and look for the 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 an hour since the original collection time – the end of the school day or at 4.20pm if it was pre-arranged for a pupil to attend a school club – the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

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 amended where necessary.

This policy will be reviewed on an annual basis by the Head Teacher and DSL team.