

Making the most of your policy

Watch our [short video](#) to find out how to make the most of your policy!

Step 1: Find and replace 'Eversholt Lower School' with your school's name (top tip: press Ctrl H to find and replace all instances in no time).

Step 2: We have used certain names for policies, procedures and roles throughout this policy. Find and replace the following terms with what they are known as in your school:

Roles

- Headteacher
- Chair of governors
- SLT
- DSL

Policies and procedures

If your school does not have all the below policies, make sure you replace the relevant document names to suit your school's circumstances.

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

Please note: The majority of the responsibilities assigned to roles are recommendations only – you must amend them to suit your school's circumstances.

Step 3: As you read through the policy, there is other school-specific information that you must amend. To help you find these amendable elements, such as timescales, we've highlighted them as follows:

1. **Orange, bold and underlined text** – this is for information that needs to be amended to suit your school's processes
2. **[Orange and bold text]** – this is for information that should be included or removed depending on your school type and phase
3. **[Grey filled and bold text]** – this is for instructional information that should be removed

Step 4: We have highlighted the new and updated information in this policy in **[aquamarine filled and bold text]**. As you read through the policy, you can remove these markers or leave them in so those reading the policy can easily see what information has been updated or what's new.

Step 5: Enter your review date – remember to make a note!

Step 6: When you've finished amending your document, simply click the 'Insert' tab, select 'Cover Page', and click 'Remove Current Cover Page' to remove these pages. If you would

like to remove the borders from the policy, click 'Design' and select 'Page Borders'. From the pop-up, select 'None' and then make sure this applies to the whole document.

Step 7: Add this policy's article page to your 'Watch list' to be notified immediately when any change is made to this policy. If you use TheSchoolBus Compliance Manager: Policy Management, skip this step and we'll take care of this for you.

Your school's unique, so your policy must be too!

You must ensure that any policy derived from the guidance in this model policy reflects your establishment's specific requirements. When making changes to certain policies, such as those affecting pay and conditions, schools are required to consult with any recognised unions. Further information regarding your requirements to consult with recognised unions can be found [here](#).

TheSchoolBus Compliance Manager: Policy Management

Change the way you manage policies forever

Compliance Manager: Policy Management is your cloud-based document management solution enabling schools, academies and MATs to safely store and manage important policies and documents.



To find out more, visit <https://hub4leaders.co.uk/services/compliance-manager/policy-management>

Eversholt Lower School

Collecting Children from School Policy

Date policy last reviewed: _____

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

Last updated: 23 August 2022

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

Eversholt Lower 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 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:

- Section 175 of the Education Act 2002
- DfE (2022) 'Keeping children safe in education 2022'
- 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
- Travel to and from School Policy and Plan
- Child Protection and Safeguarding Policy

2. Roles and responsibilities

The headteacher is 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.

Parents 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 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 are responsible for:

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

3. General collection procedure

Parents will promptly collect pupils at the end of the school day, which is **3:15pm for Reception and KS1 and 3:20pm for KS2**, from the **cul-de-sac**. 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 **cul-de-sac** until all pupils have been collected, accounting for the school's [late collection procedure](#). Sufficient staff to pupil ratios will be met at all times during the collection process.

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.

4. After-school club collection procedure

All after-school clubs will finish at **4:45pm**.

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.

5. 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 after-school 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 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.

6. 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 if they are placed in after school club.

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 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 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, 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.

8. 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 **4.45pm** if it was pre-arranged for a pupil to attend after 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.

9. 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 headteacher and DSL. The next scheduled review date for this policy is **March 2024**.

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