



# Collecting Children from School Policy

Approved by:  
B.Suddhi

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Next review due  
by: February 2027

Signed by:

Headteacher

Date: February 2026

Chair of governors

Date: February 2026

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## **Statement of intent**

Pear Tree Infant and Nursery 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 (2025) 'Keeping children safe in education'
  - DfE (2017) 'Statutory framework for the early years foundation stage'
  - DfE (2023) '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

## **2. General collection procedure**

- 2.1. Parents will promptly collect pupils at the end of the school day, which is:
  - 3:30 pm for Walbrook Nursery pupils.
  - 3:20 pm for Pear Tree Infant pupils.
- 2.2. Parents will wait in the designated area for their child to arrive.
- 2.3. Staff members supervise until all pupils have been collected, accounting for the school's late collection procedure.
- 2.4. Sufficient staff to pupil ratios are met at all times during the collection process, including statutory ratios in relation to EYFS pupils.
- 2.5. Under no circumstances will staff members take pupils home themselves.
- 2.6. 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.
- 2.7. 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.
- 2.8. 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 the given designated times approved by the headteacher.
- 3.2. 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.

#### **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 15-minute window for late arrival.
- 4.3. If a pupil has not been collected 15 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.
- 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 with the headteacher.

### **Collecting a child on someone's behalf**

- 5.5. 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.
- 5.6. 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.
- 5.7. 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.
- 5.8. 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 communicated with the headteacher.
- 5.9. In an emergency, verbal consent may be given for an agreed person to take their child home.
- 5.10. Verbal consent must include a full physical description of the person, unless already known to the school.
- 5.11. 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.
- 5.12. Staff members who are unsure of an adult's identity will ask to see identification.
- 5.13. 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.
- 5.14. Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

### **6. Non-collection procedure**

- 6.1. The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection.
- 6.2. A detailed record of the action taken, and the calls made, will be kept.
- 6.3. Under no circumstances will staff members go and look for the parents.
- 6.4. A staff member will supervise the pupil at all times.

- 6.5. 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 4.30pm if it was pre-arranged for a pupil to attend a school club – the school's child protection procedure will be followed and children's services and the police will be contacted.
- 6.6. A member of staff will stay with the pupil until children's services arrives.
- 6.7. 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.

## **7. Monitoring and review**

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

# Letter to Parents: Collecting Pupils from School

## RE: Collecting pupils from school

Dear ,

I am writing to you today with regards to pupils who are being collected late from school, who are being collected by other people than those specified and who are often uncollected 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, I ask that on each separate occasion you ring the school office 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 that you have stated 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 of the school 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 school 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 Designated Safeguarding Lead, where applicable.

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## **Non-collection**

It is unfeasible to expect school staff to watch 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 services 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.

If you are running late, or due to some other unforeseen circumstances, please ring the school office to inform us who will be collecting the pupil on your behalf and please be ready to provide a description of the individual as well as a password.

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

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.

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,

Mrs B. Suddhi  
Headteacher

Please complete the slip below and return to the school office by end of the week.

<b>Name of child:</b>	
<b>Year of child:</b>	

	<b>Name</b>	<b>Contact number</b>	<b>Password</b>
<b>Parent responsible for collection:</b>			
<b>Emergency contact one:</b>			
<b>Emergency contact two:</b>			
<b>Emergency contact three:</b>			

**I agree to the procedures explained to me in this letter and that the information I have provided above is correct:**

<b>Signature:</b>	<b>Date:</b>
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## Non-collection of Pupil Letter Template

**RE: Non-collection of pupil**

Dear ,

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, Pear Tree Infant and Nursery 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,

Mrs B. Suddhi  
Headteacher