



ELMS FARM PRIMARY SCHOOL COLLECTING CHILDREN FROM SCHOOL POLICY

THIS DOCUMENT IS a statement of the aims, principles and procedures for complaints associated with Elms Farm Primary School.

IT WAS DEVELOPED in 2023 through a process of consultation with DfE guidance and governors.

IT WAS APPROVED by the governing body on September 2023.

REVIEWED: 2024, 2025

Our School Values



Ambition: We are ambitious for every child to achieve their best and be ambitious about their learning and their future.

Community: We value everyone in our community and learn how to look after each other and our environment. We respect each other and work together.

Equality: We value each other, our beliefs and differences are celebrated. Everyone is treated equally and fairly.

We are a Rights Respecting School



This policy links to the UN Convention for the right of the child



STATEMENT OF INTENT

Elms Farm 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/Carers 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/Carers 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.



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1.0 LEGAL FRAMEWORK

1.1 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 (2025) 'Keeping children safe in education 2025'
- DfE (2018) 'Understanding and dealing with issues relating to parental responsibility'

1.2 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



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2.0 ROLES AND RESPONSIBILITIES

2.1 The headteacher is responsible for:

- The overall implementation of this policy.
- Communicating this policy to all members of staff and Parents/Carers.
- Ensuring effective procedures are in place for pupils travelling to and from school.
- Liaising with Parents/Carers to establish whether individual pupils need extra assistance.
- Informing Parents/Carers where their child has not turned up to school to coordinate an effective response.
- Ensuring arrangements for dedicated school transport are in place.

2.2 Staff will be responsible for:

- Ensuring all pupils 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 leave the school.
- Reporting any safeguarding concerns identified during the end of the school day to the DSL.

2.3 Parents/Carers 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.

2.4 Pupils are responsible for:

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

3.0 GENERAL COLLECTION PROCEDURES

3.1 Parents/Carers will promptly collect pupils at the end of the school day, which is 3:30pm, from the playground. Parents/Carers 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.

3.2 Staff members will supervise the playground 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.

3.3 Pupils will be allowed to travel home on their own as long as the headteacher has been informed of this arrangement by the pupil's Parents/Carers, prior to this commencing.



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3.4 Staff members will not release a pupil if it is felt that the Parents/Carers 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.

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

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

3.7 Only those listed on 'Home Collection Forms', unless the school is notified prior to 3.30pm by Parents/Carers, can collect pupils. If unknown persons present to collect, children will be taken to the school office and Parents/Carers contacted.

3.8 Parents will be advised to be mindful of where they are parking when collecting their children so as not to disrupt traffic or block access. Additionally, parents will not leave their vehicles idling whilst waiting to collect their children.

3.9 Pupils will be allowed to travel home on their own as long as this arrangement is appropriate for their age (Year 6) and their parents have given consent.

4.0 AFTER SCHOOL CLUBS

4.1 All after-school clubs and extra-curricular activities will finish at **4:30pm**.

4.2 Parents/Carers 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.

4.3 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.

4.4 Pupils who have not been collected following an after-school club will be escorted to the school's Office. If Parents/Carers are late to collect their child following a club, they must arrive at school no later than 10minutes of the finish time.

5.0 LATE COLLECTION OF PUPILS

5.1 Parents/Carers will notify the school at the first possible opportunity if they believe they will be late to collect their child.

5.2 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



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to the school office before trying to contact the pupil's Parents/Carers. If the pupil's Parents/Carers cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to try and contact the Parents/Carers. If the Parents/Carers and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in the '[Non-collection procedure](#)' section of this policy.

5.3 The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

5.4 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.

5.5 While awaiting collection, pupils will be supervised at all times, ensuring appropriate staffing ratios are met.

5.6 Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their Parents/Carers being late.

6.0 RECURRENCE OF LATE COLLECTION

6.1 The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where Parents/Carers are late with no reasonable explanation.

6.2 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.

6.3 In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the Parents/Carers inviting them to a discussion about their circumstances.

6.4 Parents/Carers 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.

6.5 The school will charge a **£15** fine for Parents/Carers who are late to collect their child more than **three** times a **term** without a reasonable explanation.

7.0 COLLECTING A CHILD ON SOMEONE'S BEHALF

7.1 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/Carers.



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7.2 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/Carers and the pupil themselves.

7.3 The school retain 'Home Collection Forms' which must be signed by Parents/Carers to provide authorised persons to collect children. Any changes must be completed by Parents/Carers calling the **school office** and informing the school directly of the change in collection.

7.4 Pupils may be collected from school by an older sibling if the sibling is aged **16** or older. If Parents/Carers 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**.

7.5 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/Carers 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.

7.6 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.

7.7 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/Carers will be contacted for further advice
- A member of the SLT will be made aware of the situation
- If the pupil's Parents/Carers are not contactable, the standard procedure for uncollected pupils will be followed

7.8 Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

8.0 NON-COLLECTION PROCEDURES

8.1 The school will continue to try and contact the Parents/Carers 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.

8.2 Under no circumstances will staff members go and look for the Parents/Carers. A staff member will supervise the pupil at all times.



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8.3 If no contact has been made with the pupil's Parents/Carers 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 and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

8.4 A member of staff will stay with the pupil until children's social care arrives.

8.5 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/Carers.

9.0 MONITORING AND REVIEW

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

9.2 This policy will be reviewed on an **annual** basis by the headteacher and DSL. The next scheduled review date for this policy is **August 2026**.

9.3 Any changes made to this policy will be communicated to all staff and Parents/Carers.