



# Eyres Monsell

Primary School

## Collection From School Policy 2025 - 2026

<b>Approved by Date</b>	FSGP Committee September 2025
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Signed (Chair of Governors)	

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### **Statement of intent**

Eyres Monsell 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 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 and travelling to and from school are covered in the school's Travel to and from School Policy.

## **1. Legal framework**

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

- Education Act 2002
- DfE (2025) 'Keeping children safe in education 2025'
- 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
- Travel to and from School Policy and Plan
- Child Protection and Safeguarding Policy

## **2. Roles and responsibilities**

The headteacher 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.

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.

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.
- 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 will be 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 3pm, from the designated locations on the school site. Parents should be aware of the expectations when on the school site include no animals (except working/ service animals), no smoking, no abusive or aggressive language and behaviours and no riding bikes, scooters or e-scooters. Parents are expected to be respectful to each other and to staff while waiting to collect their child.

Staff members will supervise the playground until all pupils have been collected, and at 3.10pm, a whistle will blow. At this time, all non-staff must leave the site so that it can be locked, and any child

that has not been collected will be taken to the school office where their parent, carer or emergency contact will be called.

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. The roads in the immediate vicinity around the school site can get very busy at drop off and pick up times with young children exiting cars. Parents are advised to maintain their vigilance and be alert to any dangers, and where possible, park further away from school and walk in.

Pupils are only allowed to travel home alone in Year 5 and Year 6 after written consent is given by the parent/ carer.

In pre-school, Reception and Branches, children can only be collected by a person who is on the school's emergency contacts list, unless parents/ carers have informed staff otherwise on the day.

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.

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

All extra-curricular activities will finish at 4:00pm. Acorns after-school care finishes at 4.30pm. Parents will follow the normal collection procedure, as outlined in this policy, when picking up children from events after school.

Pupils who have not been collected following an extra-curricular activity will be taken to the school's after-school care club, Acorns.

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 10-minute window for late arrival. If a pupil has not been collected 10 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 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.

#### **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 or parents.

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 advance by phoning the school office.

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

4.30pm 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. 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 will be amended where necessary.

This policy will be reviewed on an annual basis by the headteacher and DSL.

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