



Carr Infant School

Confidence - Communication - Creativity

Collecting Children From School Policy

Approved by	SDC
Previously Approved	December 2021
Date	January 2025
Review Date	January 2028

Statement of intent

Carr Infant 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 (2018) 'Keeping children safe in education'
- DFE (2017) 'Statutory framework for the early years foundation stage'
- DFE (2018) '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:

- Nursery: 2:45
- Reception: 3.05 pm
- KS1: 3:10

2.2. Parents will wait in the designated areas for their child to arrive.

2.3. Staff members supervise the playground 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 (see parent-carer

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. Parents should advise the school when anyone different is picking up their child/children **via the Arbor App or in-person at the school office.**

2.9. **Children under the age of 16 cannot collect children .**

3. After-school club collection procedure

3.1. All after-school clubs and extra-curricular activities will finish by 4.15 pm.

3.2. Parents will use the normal collection procedure, as outlined in section 2, when picking up children from after-school clubs.

3.3. 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 10-minute window for late arrival. The school office will then try to make contact with the parents.

4.3. If the pupil's parents cannot be reached via the contact number provided, emergency contacts will be phoned.

4.4. The school will continue to try and contact the parents.

4.5. 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.

4.6. 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.

4.7. 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.

4.8. 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.

6. Collecting a child on someone's behalf

6.1. 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.

Consent will be given via the Arbor App or in-person at the office.

6.2. Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, and parents.

6.3. Pupils may be collected from school by an older sibling if the sibling is aged 16 or older.

6.4. A password may be requested to be used by both parties to ensure the identity of the unknown person collecting the pupil is the individual arranged by the parent.

6.5. Staff members who are unsure of an adult's identity will ask to see identification.

6.6. 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.

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

6.8 Any verification of parental permission for a child to go home with another adult must be sought through the Arbor App, in-person by the parent/carer in the office.

6.9 For timely/last-minute changes, confirmation must be sought through a message received on the Arbor App or by the office calling the parent on the phone number on record on Arbor. Staff must not accept a phone handed to them by the collecting adult as they cannot be sure they are speaking to the parent/carer.

7. Non-collection procedure

7.1. The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection.

7.2. A detailed record of the action taken, and the calls made, will be kept.

7.3. Under no circumstances will staff members go and look for the parents.

7.4. A staff member will supervise the pupil at all times.

7.5. 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 school's child protection procedure will be followed and children's services and the police will be contacted.

7.6. A member of staff will stay with the pupil until children's services arrives.

7.7. 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.

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