



Harborne Primary School

Collecting Children from School Policy

Written by:	Linda Francis
Date:	September 2025
Position:	Head Teacher
Review Date:	September 2026
Signed by Chair of IEB:	Raj Mann
Date:	15.12.25

Contents

Statement of intent	3
1. Legal framework	3
2. Roles and responsibilities	3
3. General collection procedure	4
4. After-school club collection procedure	4
5. Late collection procedure	5
6. Recurrence of late collection	5
7. Collecting a child on someone's behalf	5
8. Non-collection procedure	6
9. Monitoring and review	7

Statement of intent

Harborne 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.

1. 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 (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
- Safeguarding and Child Protection Policy
- Parent Code of Conduct
- Home Visits 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 3:20pm for EYFS and KS1 and 3.30pm for KS2, from their classroom door or the playground. 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, in line with the Parent Code of Conduct.

Staff members will stay with their children or 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.

Year 6 pupils will be allowed to travel home on their own as long as the headteacher has been informed by letter of this arrangement by the pupil's parents/carers, prior to this commencing. This arrangement will begin in the Spring Term of each academic year. The letter will be attached to the child's contact sheet.

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, contact with another named adult with parental responsibility will be attempted and the school's Safeguarding and Child Protection Policy will be followed. Birmingham Children's Services, 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. In cases where a parent has asked another adult/parent to pick up their child, parents should contact the school office to make school staff aware. In an emergency, school will make contact to confirm the arrangement through a verbal conversation before school will release the child/children.

Staff will only take a pupil home in exceptional circumstances, at the discretion of the Headteacher. If a pupil is escorted home, under no circumstances will a staff member be alone with the child. The procedures in the Home Visits Policy should be followed to ensure staff safety.

4. After-school club collection procedure

All after-school clubs and extra-curricular activities will finish by 5:55 pm.

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 supervised by a DSL who will make contact with the family to confirm collection arrangements. Should no contact be made, the school will follow the procedures detailed in section 5 below.

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 front office 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.

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 Safeguarding and Child Protection 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.

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.

With parental, written permission, pupils may be collected from school by another family member of at least 16 years of age. **Please note that children aged 15 or under cannot collect a child from school.** The school will carry out a dynamic risk assessment if there are concerns and contact a parent or DSL for advice before releasing the child.

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 writing.

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 on the school's safeguarding platform.

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 within an hour of the expected collection time, the headteacher will be informed and school's Safeguarding and Child Protection Policy will be followed and Birmingham Children's Services, 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.

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

9. Monitoring and review

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.