

St Mary Magdalene C of E Primary School
Headteacher: Mrs S Pearson
Assistant Headteachers: Mrs R Turvey & Miss E Cave



Collecting Children from School Policy

July 2026

Policy:		Collection from School	
Approved by:		Headteacher	
Date:		July 2026	
Review cycle:		Annual	
VERSION CONTROL			
VERSION	DATE	AUTHOR	CHANGES
2022	28.7.22	R Watson	1.1 Legal Framework reference to DFE KCSIE updated date 2.1 Time of day amended to reflect new time of 3:15pm 2.9 Inclusion of reference to Safeguarding Policy 3.1 Updated finish time of After school club
2023	05.7.23	B Enever	1.1 Legal Framework reference to DFE KCSIE updated date
2024	05.07.24	B Enever	1.1 Legal Framework reference to DFE KCSIE updated date
2025	23.6.25	S Robinson	Updated values to take out reference to attendance Updated Section 1 - 3
2026	27.07.27	E Dallison	Updated Headteacher's names Updated Sections 3 and 5

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Statement of intent

St Mary Magdalene CE Primary 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.

This policy is written in line with our school values:

We choose courage over comfort because we know that 'the Lord our God is with us' (Joshua 1:9).

Courage

We are called to create an environment where both children and staff aspire to be, and give, their best. Everyone is emboldened to take risks, overcome challenges and be courageous in their efforts to achieve their potential. Leaders make bold curriculum choices that enable children to:

- gain knowledge, skills and experiences to navigate life in an evolving world; and
- develop characteristics such as self-belief, ambition, and resilience to overcome life's challenges.

"Be strong and courageous. Do not be afraid; do not be discouraged, for the Lord your God is with you."
(Joshua 1:9)

Love

Jesus embodies the love and compassion of God for each person, and Christians are called to follow him in this. In our family, love impels us to:

- put others' needs above our own;
- act with humility and without entitlement;
- empower all our community to flourish and succeed;
- provide a haven of compassion and safety, where children and adults know that they are cherished; and
- support those experiencing suffering and sadness – in our community and beyond.

"Let all that you do be done in love." (1 Corinthians 16:14)

Respect

We seek to model to children an ethos of living well together. The flourishing of pupils goes hand in hand with the flourishing of the wider school community: staff, families, governors and friends of the school. Just as Jesus respected people by taking the time to care for them, we endeavor to:

- celebrate the Christian faith;

- foster deep respect for other cultures, faiths and traditions;
- provide an inclusive environment where special provision is afforded to those with disabilities or special educational needs; and
- challenge inequality.

“Whatever you wish that others would do to you, do also to them.” (Matthew 7:12)

Forgiveness

Faults, flaws, and mistakes are an unavoidable part of human life. Though Jesus preached the importance of repentance, even in moments of great personal torture, he prayed for forgiveness for his tormentors. Therefore, in our family, we seek to:

- hold ourselves and others accountable for our/their actions;
- have a robust approach to dealing with situations when things go wrong;
- repent when we fall short of our own and others’ expectations; and
- forgive others for their indiscretions.

“If your brother sins, rebuke him, and if he repents, forgive him.” (Luke 17:3)

Honesty

An honest person makes a habit of making accurate, trustworthy statements about life, self, others, and God; they represent themselves just as they are and tell others the truth about themselves. That said, the Bible tells us that honesty should always be accompanied by gentleness (Colossians 4:6). With this in mind, we strive to build kind and trusting relationships by:

- speaking and acting with integrity;
- ensuring that children have a strong voice in every aspect of school life, and acting on this; and
- working openly and compassionately with others, even when messages might be difficult to give or receive.

“And you will know the truth, and the truth will set you free.” (John 8:32)

1. Legal Framework

- 1.1. This policy has due regard to statutory legislation and guidance including, but not limited to, the following:
- 1.2. This policy will be used in conjunction with the following school policies:
 - Education Act 2002
 - DfE (2024) 'Keeping children safe in education 2024'
 - DfE (2023) 'Understanding and dealing with issues relating to parental responsibility'
 - Health and Safety Policy
 - Child Protection and Safeguarding Policy
 - Attendance Policy

2. Roles and Responsibilities

- 2.1. The headteacher will be responsible for:
 - The overall implementation of this policy.
 - Communicating this policy to all members of staff and parents.
 - 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.
- 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 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.
- 2.4. 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

- 3.1. Parents will promptly collect pupils at the end of the school day, which is **3:15 pm for all pupils**.
- 3.2. Parents will wait at classroom doors for their child to be dismissed.
- 3.3. Class teachers will dismiss pupils into the playground at the end of each day.
- 3.4. Staff members supervise the class until all pupils have been collected, or left the school if they have permission to leave alone, accounting for the school's late collection procedure.
- 3.5. Sufficient staff to pupil ratios are met at all times during the collection process, including statutory ratios in relation to EYFS pupils.
- 3.6. Under no circumstances will staff members take pupils home themselves.
- 3.7. Parents are aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke and vape free zone and no dogs are allowed on school premises.
- 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. Y5 and Y6 pupils will be allowed to walk home on their own as long as the class teacher has been informed **in writing** of this arrangement by the pupil's parents, prior to this commencing and the relevant permissions have been given.
- 3.10. 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.
- 3.11. Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.

4. After-School Club Collection Procedure

- 4.1. All Enrichment clubs will finish at 4:15pm.
- 4.2. Parents will use the normal collection procedure, as outlined in 3, when picking up children from after-school clubs.
- 4.3. 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.
- 4.4. Pupils who have not been collected following an after-school club will be escorted to the Reception Waiting Area

5. Late Collection Procedure

- 5.1. Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child.
- 5.2. The school allows for a 10-minute window for late arrival.

- 5.3. If a pupil has not been collected 10 minutes after the specified collection time, a staff member will escort them to the Reception Waiting Area before trying to contact the pupil's parents.
- 5.4. If the pupil's parents cannot be reached via the contact number provided, emergency contacts will be phoned.
- 5.5. The school will continue to try and contact the parents.
- 5.6. 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.
- 5.7. 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.
- 5.8. While awaiting collection, pupils will be supervised at all times, ensuring appropriate staffing ratios are met.
- 5.9. If the parents and emergency contacts cannot be contacted, the non-collection procedure will be followed.

6. 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 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 inviting them to a discussion about their circumstances.
- 6.4. 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. The school will charge a **£15** fine for parents who are late to collect their child more than **three** times a **term** without a reasonable explanation.

7. Collecting a child on someone's behalf

- 7.1. 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. Passwords are setup for this reason.
- 7.2. Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents and the pupil themselves.
- 7.3. 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.
- 7.4. Pupils may be collected from school by an older sibling if the sibling is aged **16** or older.

- 7.5. 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 put in writing to the school.
- 7.6. In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded. Verbal consent must include a full physical description of the person, unless already known to the school.
- 7.7. 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.
- 7.8. 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
- 7.9. 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

- 8.1. The school will continue to try and contact the parents and named emergency contacts in the event of a non-collection.
- 8.2. A detailed record of the action taken, and the calls made, will be kept.
- 8.3. Under no circumstances will staff members go and look for the parents.
- 8.4. A staff member will supervise the pupil at all times.
- 8.5. 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 4.15pm 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.
- 8.6. A member of staff will stay with the pupil until children's social care arrives.
- 8.7. 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.

9. Monitoring and Review

- 9.1. Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and will be 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 **July 2027**.
- 9.3. Any changes made to this policy will be communicated to all staff and parents.

St Mary Magdalene C of E Primary School

Headteacher: Mrs S Pearson

Assistant Headteachers: Mrs R Turvey & Miss E Cave



Appendices

Letter to Parents: Collecting Pupils from School

Address line one

Address line two

City/town

Postcode

Date

RE: Collecting pupils from school

Dear name of parent,

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** on **01623 464246** 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 their **classroom teachers**.

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 **DSL**, where applicable.

A record is kept of incidents where parents are late with no reasonable explanation, and the school may charge a **£15** fine for parents who are late to collect their child more than **three** times a **term** without a reasonable explanation. In addition, the school may send parents a letter inviting them to a discussion about their circumstances and any arrangements that can be made to assist the parents.

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** on **01623 464246** 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.

Finally, please have the same consideration for the above when your child is attending an after-school club – the procedures outlined in this letter and in the included policy are still enforced and should still be followed. In addition, parents are responsible for arranging and ensuring that their child is taken from the school to another club that is held at a different site – teachers will not fulfil this responsibility.

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.

If you have any queries in regards to this letter, you are welcome to email myself, **Mrs Pearson, Headteacher**, using **office@stmarys.snmat.org.uk** or **call 01623 464246**. I will, of course, be happy to respond to any queries.

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 S Pearson

Headteacher

Signature

Please complete the slip below and return to **Mrs Dallison** in the **school office** by **end of the week**.

Name of child:	
Year of child:	

	Name	Contact number	Password
Parent responsible for collection:			
Emergency contact one:			
Emergency contact two:			
Emergency contact three:			
I agree to the procedures explained to me in this letter and that the information I have provided above is correct:			
Signature:		Date:	

Non-collection of Pupil Letter Template

Address line one

Address line two

City/town

Postcode

Date

RE: Non-collection of pupil

Dear name of parent,

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, **St Mary Magdalene CE Primary 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,

Name

Job role