



# Collection and Non-Collection of Children Policy

## Collection & Non Collection of Children Policy (Including EYFS)

**Policy Review Date:** October 2025

**Reviewed By:** J Callaway, SLT & Board of Governors

**Next Review:** October 2026 (or following incident, legislation or interim guidance)

October 2025 Reviewed & ratified by:

Headteacher: Mrs J Callaway

Chair of Governors: Dr Catherine Kidd :

## Distribution

This policy is available on the school website or on request from the School Office

## Updates and Amendments to Policy

Date	Section Heading	Update Details	Page N°
Oct 2021		Annual Review	
Oct 2022		Annual Review	
Oct 2023		Annual review	
Oct 2024		Annual review	
Oct 2025		Annual review – updates highlighted in yellow	

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# Collection and Non-collection of Children Policy

## 1. Aims:

Avalon 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.

## 2. Legislation

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

- Education Act 2002
- DfE 'Keeping children safe in education 2025'
- DfE 'Understanding and dealing with issues relating to parental responsibility'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Child Protection and Safeguarding Policy

## 3. 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.

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.
- Communicating to the school if they are going to be late to collect their child.

Pupils will be responsible for:

- Behaving appropriately when travelling in to and from school.

#### **4. Guidance**

- On admission to the school, parents are asked to complete specific information regarding contact information, two emergency contact details and information about those authorised to collect their child from school.
- For children with sufficient maturity, parents can give written consent for their child to be allowed to leave school to go home independently. For other children, the school staff will dismiss children only to someone authorised to collect them. The school maintains a list of the adults authorised to collect each child and it is the responsibility of the parents to ensure that this list remains up-to-date and includes the names of any family member, child minder, friends or other school parents whom the parents wish to authorise to collect their child.
- Any one-off changes to these arrangements must be communicated to the school electronically or in writing, providing the name, address and telephone number of the person nominated to collect their child and as appropriate (EYFS children) the password required for collection of the child. A telephone call cannot normally be accepted in these circumstances. However, in an urgent situation, this will be acceptable provided that the call can be verified as genuine.
- Parents must inform the school in the event of any circumstances in which someone has a restriction placed on them in respect of legal access to their child.
- On occasions when the parents are aware that they will not be at home or at their usual place of work, they are asked to email or write to inform the class teacher or school office.
- In the event that a child is not collected by an authorised adult at the end of a session, the school puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified member of staff, who is known to the child. The school aims to ensure that the child receives a high standard of care in order to cause as little distress as possible.
- We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

## **5. General collection procedure**

- Parents will promptly collect pupils at the end of the school day, which is 15:05pm for Infants and 15:40pm for Juniors, from their respective collection points. Parents are made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone.
- Staff members will supervise the collection points 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.
- 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.
- Pupils will be allowed to travel home on their own as long as this arrangement is appropriate for their age and their parents have informed the Headteacher in writing of this arrangement.
- 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.
- Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility.
- On admission to the school, parents are asked to provide specific home, work and two emergency contacts information and to ensure that this remains current. When someone other than a parent is nominated to collect a child, the school agrees with the parents how to verify their identity.
- Parents are informed that, if they are not able to collect their child as planned, they must inform the school office without delay so that we can make necessary arrangements to look after their child until an authorised adult arrives.
- A child who is not collected within 10 minutes of the normal end of their school day will join the school's after school care facility, for which a charge is normally payable.
- 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.

**If a child is not collected by the expected time at the end of the school day, the following procedures will be followed:**

## **6. Late collection procedure**

- Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child.
- All information regarding normal collection routines will be checked by the class teacher, school office, Lower School Leader, Nursery Manager, Deputy Nursery Manager, Deputy Head or Head Teacher / DSL, as appropriate.

- Parents will be contacted, using the contact information provided on admission and as subsequently amended on the annual safeguarding booklet returns.
- 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.
- 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 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.
- The child will not be allowed to leave the school with anyone other than those for whom the school has received written or electronic authorisation
- If there is no contact from the parents or nominated carers after an hour, or at the published end of the school's after school care facility, the school will apply the procedures for uncollected children.

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

- All after-school clubs and extra-curricular activities will usually finish at **16:30pm**, unless otherwise specified to parents.
- Parents will follow the normal collection procedure, as outlined in 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 follow the school's collection of pupils policy, ensuring that they effectively identify and respond to safeguarding concerns.
- Pupils who have not been collected following an after-school club will be escorted to the school's after-school care club.

- 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 policy for After School Club and its charges.

## 8. 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.
- In the event of recurrence of late collection, where no reasonable explanation has been given, 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, with no notification provided to school.

## 9. 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.
- Pupils may only 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 must 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.

## 10. Non Collection procedures

- 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. Staff from the school will not take the child home, or take the child to their own home
- 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 16.30pm 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.
- If there are serious concerns that a child has not been collected, the local authority Children's Social Care Services Department will be contacted:  
**Tel: 0151 606 2008 and out of hours: Tel: 0151 677 6557**
- The child will stay at school with two members of staff, one of whom will normally be a member of the school's leadership team. The Headteacher will be informed.
- Social services will aim to find the parents or a relative and, if they are unable to do so, the child will be admitted into the care of the local authority
- The duty social worker will take charge of the situation and decide what happens next, and whether the police need to be involved in helping to trace the parent/carer of the child.
- Arrangements will be made for the child in consultation with the Local Authority Social Care.
- A full report of the incident will be placed on the pupils' file
- A full report is submitted to the Headteacher. 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.
- If regulations so require, Ofsted will be informed of the incident

This policy complies with the Statutory Framework and Practice Guidance for the Early Years Foundation Stage.

### **11. 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 / DSL and Governors.

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