Lugwardine Primary Academy

Bartestree

Collecting Children from School Policy

Last amended 6th March 2026 (v1.1)

Subject to periodic amendment. To be reviewed in full no later than 5th March 2029

Version history

Date	Version	Details	Actioned by	PDF to Websites	Word to Governor Hub
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Common abbreviations and acronyms

AA	Admissions Authority	**GPA**	Government Procurement Arrangement
AAI	Adrenaline Auto-Injector (Epi Pen)	**HASH**	Herefordshire Association of Secondary Heads
ACM	Asbestos Containing Materials	**HBV**	Honour Based Violence
AFH	Academies Financial Handbook	**HR**	Human Resources
AHT	Assistant Headteacher	**H&S**	Health and Safety
AIR	Attendance Intervention Reviews	**HoS**	Head of School
APIs	Application Programme Interfaces	**HSE**	Health and Safety Executive
BAME	Black, Asian and Minority Ethnic Backgrounds	**ICO**	Information Commissioners Office
BCP	Business Continuity Plan	**IHP**	Individual Healthcare Plan
BFR	Budget Forecast Return	**IRMS**	Information and Records Management Society
CAMHS	Child and Adolescent Mental Health Services	**IWF**	Internet Watch Foundation
CEO	Chief Executive Officer	**KCSIE**	Keeping Children Safe in Education
CFO	Chief Financial Officer	**KS1/2/3/4**	Key Stage 1/2/3/4
CIF	Condition Improvement Fund	**LAC**	Looked After Child
CIN	Child in Need	**LADO**	Local Authority Designated Officer
CLA	Children Looked After	**LGB**	Local Governing Body
CMIE	Child Missing in Education	**LLC**	Low-Level Concerns

COO	Chief Operating Officer	**LSA**	Learning Support Assistants
COSHH	Control and Substances Hazardous to Health	**MASH**	Multi-Agency Safeguarding Hub
CP	Child Protection	**MAT**	Multi-Academy Trust
CPD	Continuing Professional Development	**MFA**	Multi-Factor Authentication
CSCS	Children's Social Care Services	**MFL**	Modern Foreign Language
CSE	Child Sexual Exploitation	**NCSC's**	National Cyber Security Centres
CTIRU	Counter-Terrorism Internet Referral Unit	**NPQEL**	National Professional Qualification in Executive Leadership
CWD	Children with Disabilities	**PA**	Persistent Absence
DBS	Disclosure and Barring Service	**PAN**	Published Admission Number
DDSL	Deputy Designated Safeguarding Lead	**PECR**	Privacy and Electronic Communications Regulations
DfE	Department for Education	**PEP**	Personal Education Plan
DHT	Deputy Headteacher	**PEEP**	Personal Emergency Evacuation Plan
DSE	Display Screen Equipment	**PEx**	Permanent Exclusion
DSL	Designated Safeguarding Lead	**PLAC**	Previously Looked After Child
DPO	Data Protection Officer	**PP**	Pupil Premium
EAL	English as an Additional Language	**PSHE**	Personal, Social and Health Education
ECT	Early Career Teacher	**PSED**	Public Sector Equality Duty

EHA	Early Help Assessment	**PTFA**	Parent, Teacher and Friends Association
EHCNA	Education, Health and Care Needs Assessment	**RIDDOR**	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
EHCP	Education, Health and Care Plan	**RHE**	Relationships and Health Education
EHE	Elective Home Education	**RSHE**	Relationships, Sex and Health Education
ELSA	Emotional, Literacy and Support Assistant	**SALT**	Speech and Language Therapist
ESFA	Education and Skills Funding Agency	**SARC**	Sexual Assault Referral Centre
EVC	Educational Visit Coordinator	**SBM**	School Business Manager
EWO	Education Welfare and Safeguarding Support Officer	**SCCs**	Standard Contractual Clauses
EYFS	Early Years Foundation Stage	**SDQ**	Strengths and Difficulties Questionnaire
FBV	Fundamental British Values	**SEMH**	Social, Emotional, and Mental Health
FGM	Female Genital Mutilation	**SENCO**	Special Educational Needs Coordinator
FOI	Freedom of Information	**SEND**	Special Educational Needs and Disabilities
FSM	Free School Meals	**SLA's**	Service Level Agreements
FTS	Find a Tender Service	**STEM**	Science, Technology, Engineering and Maths
GAG	General Annual Grant	**TA**	Teaching Assistant
GDPR	General Data Protection Regulation	**TCAT**	Three Counties Academy Trust
GIAS	Get Information about Schools	**VSH**	Virtual School Headteacher

Statement of intent

Three Counties Academy Trust (TCAT) and our schools are committed to ensuring the safety of all pupils. 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. This is a school specific document, arrangements and conditions within apply only to the named school.

NB. Where the term "parent" or "parents" is used this includes those who act as carers or have parental responsibility.

1. Legal framework

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

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

Where legislation has been passed or updated during the shelf life of this policy, we will always apply the latest version available irrespective of the version quoted here.

This policy operates in conjunction with the following TCAT and school policies:

- Extended Services Policy
- Travel to and from School Policy and Plan
- Health and Safety Policy (HS1)
- Child Protection and Safeguarding Policy and Procedures (SG1)
- Separated Parents Policy (SG40)

Central TCAT policies have the policy number identified, e.g. "SG1". Where no policy number is identified this indicates the policy is a school specific policy available from an individual TCAT school's website.

2. Roles and responsibilities

The Headteacher/Head of School 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

- Coordinate an effective response when a child has not safely arrived home as planned
- Ensuring arrangements for dedicated school transport are in place

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 on the appropriate safeguarding system and in the case of an emergency 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/Head of School when their child has not returned home from school as planned
- 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

3. General collection procedure

Parents will promptly collect pupils at the end of the school day, which is 3:15pm, from 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.

Staff members will 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.

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 are aware of this.

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, TCAT's Child Protection and Safeguarding Policy and Procedures 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.

The procedure for pupils travelling on designated school transport and public transport will be carried out in line with the Travel to and from School Policy and Plan.

4. After-school club collection procedure

All after-school clubs and extra-curricular activities will finish at 4:20pm.

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 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 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 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 15-minute grace period for late arrival. If a pupil has not been collected 15 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 TCAT's Child Protection and Safeguarding Policy and Procedures.

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.

The school will invoice a charge of £15 for parents who are late to collect their child more than three times a term without a reasonable explanation, levied at the discretion of the Headteacher/Head of School.

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 normally be permitted to collect pupils from the school to attend care review meetings without the prior consent of 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.

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 an emergency, verbal consent from a parent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents confirming that the arrangement was made at their request. 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.

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 – TCAT's Child Protection and Safeguarding Policy and Procedures 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.

Monitoring and review

This policy will be reviewed in line with the published schedule at the front of this document and at any point material changes require it by the Headteacher/Head of School in collaboration with Senior Leadership and their Local Governing Body.

Any changes made to the policy will be amended by the Headteacher/Head of School and will be communicated to the Executive Headteacher/CEO, their Local Governing Body, parents and school-based staff.

The next scheduled review date for this policy is 5th March 2029.

Signed by:

Kim Lane _____ Headteacher/Head of School Date: 09/04/2026

Clare Long _____ LGB Chair Date: 09/04/2026