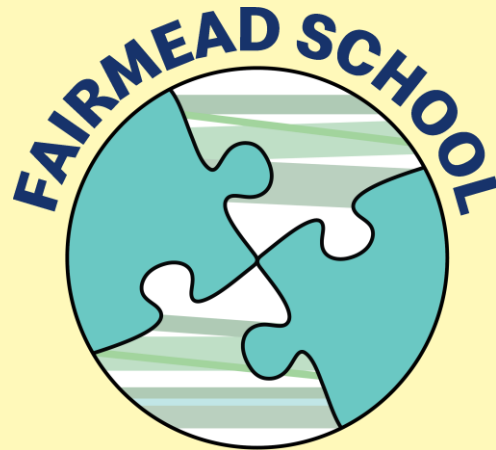


# Collecting young people from school Policy

Fairmead School



Signed by: Mrs T Felstead

Date: March 2026

Next Review: March 2028

## **Purpose**

This policy sets out the procedures to be followed when a young person is not collected on time at the end of the school day, an after-school activity, trip, or other supervised session. Its aim is to ensure the safety, wellbeing, and safeguarding of all young people, and to ensure staff know the correct steps to take to manage late or non-collection.

## **Scope**

This policy applies to all young people on roll, all staff (including temporary staff and volunteers), parents/carers and authorised collectors.

## **Principles**

- The welfare of the young person is the highest priority.
- Late or non-collection may indicate safeguarding or welfare concerns.
- Staff must follow a consistent and recorded response.
- Communication with parents/carers should be calm, factual, and professional.
- No young person will be left unsupervised on school premises at any time.

## **General collection procedure**

Parents and carers must collect their young person at 3.15pm, when the school day ends. The gate will open at 3.15pm, and staff will dismiss young people once a parent/carer or authorised adult is confirmed at the gate. The gate closes at 3.30pm. Anyone collected after this time must be collected via school reception, and this will be classed as a late collection.

Young people will only be released to parents/carers or authorised adults agreed by those with parental responsibility. If an alternative person is collecting, the school office must be informed—preferably by 2.30pm—and the authorised adult must show valid ID or provide the pre-agreed security word. Without this, the young person cannot leave the site. This applies to after-school club collections as well.

If parents/carers know they will be away from home or difficult to contact, they must provide the school office with alternative contact details.

## **Young people travelling home alone**

Some older young people may travel home independently with written consent from all individuals with parental responsibility. Parents/carers must ensure that someone is available when the young person arrives home and make alternative arrangements if not. The school must be informed as soon as possible if the young person cannot walk home alone on a particular day. If no suitable arrangements are in place, the young person will remain at school until collected by a parent, carer, or authorised adult.

## **Young people travelling on Local Authority provided school transport**

Parents and carers must ensure they, or another authorised adult, are present at the agreed bus or taxi collection point—or at home—to receive their young person.

They must inform both the transport provider and the school office of any change to the authorised adult. If no authorised adult is present at the collection point or at the home address, it is the responsibility of the school transport provider to contact the parents/carers or the listed emergency contacts.

## **Young people not able to access Local Authority provided school transport**

Occasionally, a young person may not be able to access transport. This may occur if a young person refuses to board, is too unsettled to get on or remain on the vehicle, becomes unwell, or if the transport provider declines to take them for any of these reasons.

Parents/carers will be notified of the school closure at the earliest opportunity and asked to collect their young person, or to arrange for an authorised adult (as agreed by both parents with parental responsibility) to do so. Once contact is made, school will allow sufficient time for collection before the procedure for late or non-collection is initiated.

### **Adverse weather conditions/ school closures**

In the event of school needing to close early due to unforeseen circumstances (e.g. roads flooding, powercuts etc) parents/carers (or emergency contacts when parents/carers are not reachable) will be contacted to ask to arrange collection or to be informed of transport collecting earlier than normal.

Parents/Carers will then need to make arrangements to collect from school or be at home/transport collection point.

### **Young people requiring early collection due to illness or exclusion**

If a young person becomes unwell during the school day, or is excluded and therefore requires early collection, parents/carers will be contacted. It is the responsibility of parents/carers to collect their young person or arrange for their young person(s) to be collected, *as soon as possible*.

### **Collecting a young person on Parent/Carer's behalf**

Young people must be collected by someone aged 16 or over. If parents or carers wish for another person to collect on their behalf, they should inform the school office when their young person starts or at any point afterwards. We recommend that new collectors are introduced to staff and shown the end-of-day routines before collecting independently.

It is assumed that both parents with parental responsibility agree to any alternative collection arrangements. Where this agreement is not in place, and differing wishes are communicated verbally and then confirmed in writing, the school will then release a young person only to those with parental responsibility or to an adult that both parents have agreed upon.

In an emergency, verbal consent may be given for an authorised person to collect the young person. The authorised person must then report to the school office with valid ID, or pre-agreed security word. If there is uncertainty about the authorised person's identity due to discrepancies in the ID provided, or failure to provide ID or security word, the following procedure will be followed:

- Parents/carers of the young person will be contacted.
- The DSL and Headteacher will be notified.
- If parents/carers cannot be contacted, the procedure for uncollected young people will be followed. The young person will **not** be allowed to leave with that individual.

### **Definitions**

- Late collection: More than 15 minutes after the agreed finishing time without prior notice.
- Non-collection: No contact from parents/carers 30 minutes after school finishing time.
- Authorised collector: An person, aged 16 or over, named on the young person's contact list or authorised by parent/carers (agreed upon by all who hold parental responsibility for that young person(s)).

### **Procedures for late collection**

#### **Immediate Actions:**

- The young person remains with a member of staff in a safe area on school site.

- Office/ teaching staff will attempt to contact parents/carers.
- If unsuccessful, all emergency contacts are then called.
- After 15 minutes of not being able to reach emergency contacts and the young person has still not been collected, the procedure for non collection will apply (see below).

#### **Procedures for non-collection**

- Continue attempting contact.
- Notify DSL/Deputy DSL/Safeguarding Team.
- Assess safeguarding risks.
- If no contact by 4pm, contact Children's Social Care.
- Follow guidance from social care or police.

#### **Recording of late/non collection**

- Time due and time collected.
- Contact attempts.
- Reason provided.
- Any concerns observed.

Repeated late collection may lead to patterns monitored, letters, meetings, safeguarding escalation and/or Early Help referrals (EHA).

#### **After-School Clubs and Trips**

- All after school clubs and extra-curricular activities will finish at a given time.
- After school clubs will finish at 4.15pm Young people attending after-school club must be collected at 4.15pm from the transport gate.
- There will be a 10 minute window to dismiss the young people from the after school club.
- Any collections after 4.25pm will be deemed as late.
- Staff will attempt to make contact with parents/carers.
- DSL and Headteacher will need to be informed and safeguarding risks assessed.
- If no contact has been made or collection of the young person has not occurred by 4.45pm, contact Children's Social Care.
- Follow guidance from social care or the police.

#### **Communication**

Policy published on website; summary shared with parents annually and at intake. All staff aware and a copy of this policy in the school office.

#### **Review and Monitoring**

Incidents reviewed termly; policy reviewed annually or after any serious incident.