



Treales CE Primary School

Dropping off and Collecting from School Policy

Last Updated	Aug 2025
Updated by	L Hill
Approved by Governing Board	
Date to Review	April 2026

We believe high standards of care and love are an integral part of school life. The two great commandments given by Jesus will underwrite the life of our school; they are to 'love God' and to 'love your neighbour as yourself'. It is our aim for both of these instructions to be evident in the whole life of the school, in the relationships between all members of the community, pupils, staff and parents, and also in our safeguarding responsibilities.

Treales CE Primary School fully recognises its moral and statutory responsibility to safeguard and promote the welfare of all pupils. Our 'Dropping Off and Collecting children from school policy' is one of a range of documents which set out the safeguarding responsibilities of the school. We wish to create a safe, welcoming and vigilant environment for children where they feel valued and protected.

It is an essential part of Child Protection and Safeguarding that the school ensures all children are dropped off and leave school at the end of the day with a safe adult. We appreciate that for many families, arrangements need to be flexible and it may be that a few people care for the child after school. Sometimes there will be 'one-off' arrangements. For this reason we have set out clear procedures which all staff and parents/carers must adhere to.

General dropping off procedures

Children are to be brought to the gate at the back of school near church. At 8.45am a member of school staff will open the door and begin to greet children at the gate. Parents should say goodbye and leave children to walk through the gate and into school independently. A member of Oak class staff will always greet children outside Oak Class outdoor area.

We appreciate that in September Reception new starters find this tricky. For the first two weeks Reception class parents only are invited to walk their child to Oak Class outdoor area. After this time, they should be encouraged to walk in independently.

Where children find separating from parents or carers more difficult, individual arrangements should be made and agreed with Mrs Hill. This will form part of your child's care plan or teaching and learning plan and will be reviewed regularly. The aim of the plan will always be to support your child coming into school confidently and happily with independence.

The gate closes at 8.55am prompt. After this time parents should walk their child into school via the main entrance.

Please note that between 8.45am and 9am children complete morning tasks linked to their learning as well as work linked to their individual targets. This is an important learning and settling into class time, chatting with friends and staff. If your child regularly does not arrive at school until 8.55am they have a reduced amount of time to settle before new learning starts. Children do not like walking into class when their friends are already settled and learning.

General collection procedures

We require every child to have a completed authorised pick-up list. This is held electronically as well as a printed copy in the office. Children will only be released to adults on this list unless informed in writing.

Where there are families with separated parents, children may hold separate lists for each parent and agreed days these apply.

Children are to be collected at the end of the school day from their child's class teacher.

The gate will be opened by 3.25pm.

Children must inform their teacher when their agreed adult has arrived.

Children are not to be released from school with someone if they are showing signs of distress or anxiety.

Children are not to be released if the teacher feels that the parent is not in a fit state to ensure their child's safety.

Members of staff should never take a child home themselves unless this has been agreed with a

Designated Safeguarding Lead and there are two adults present.

The gate will be locked at 3.40pm.

Late Room procedures

When a child has not been collected by 3.35 pm, the child is taken to reception where they are registered by the member of staff on duty.

The member of staff on duty makes contact with the parents by telephone.

If parents are unavailable, the emergency contact is called.

Lateness of collection is monitored by the school. The school may share information with regard to persistent lateness with the Educational Welfare Officer or Social Care.

Children not collected by 3.45pm will be booked into an available slot in After School Care Club and invoiced for the session plus £5 late booking fee.

Non-parents collecting children

Parents must have provided clear written permission to the class teacher for children to be released to an adult who is not the parents or carers of the child and not on the authorised pick-up list. This permission must be given at drop off. If a message is given to a member of the admin team during the school day, it may not be possible for the message to be given to the class teacher before it is time to go home. In these rare circumstances, class teachers will bring the child and the person collecting them to the school office (once all the other children have been dismissed) for clarification of this before sending the child home.

If any member of staff is unsure of an adult's identity, they may ask to see identification.

If, after checking identification, there is any uncertainty about the person collecting, the member of staff should take the child to the school office and contact the parents by telephone to seek further guidance/advice, and inform a Designated Safeguarding Lead.

If the parents/carers are not contactable then the member of staff should refer to the procedures for children uncollected from school.

Children travelling home independently

Due to the rural location of the school, children will not be released to travel home independently unless they are travelling on the LCC school transport bus. Information about this service can be found <https://www.lancashire.gov.uk/children-education-families/schools/school-transport/> On the very rare occasion that it is possible for a child to travel home independently, permission must be sought by the parents from the headteacher.

Children attending After School

If a child has been booked into After School Wraparound Care, a member of school staff will collect them from the classroom and escort them to After School Club room. The member of staff responsible for collecting children from classrooms will remain with the children until After School Club staff arrive.

Children Not Attending Activity or After School Club

If your child normally attends an activity club (football, art etc) or the After School Club on a particular day and WILL NOT be attending, it is the parent's responsibility to inform the school office. If your child is absent without prior notification the school office will ring a parent. If contact cannot be made, a message will be left requesting that you contact the school office as a matter of urgency. If a response is not received within 10 minutes a staff member will telephone other emergency contacts.

Parental Responsibility

The school acknowledges that those with Parental Responsibility have a legal right to collect their children from school which will be respected by the school. In the event of any dispute, it is the responsibility of the parents to notify the school of the arrangements that have been made. The school will comply with any court orders that may be in place.

Children Not Collected from School

Treales CE Primary School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity.

Before a child starts school, office staff will record the address and contact details of both parents/ person with parental responsibility for the child along with details of the child's emergency contacts. In line with KCSIE, details for at least 2 contacts will be sought. The adults with parental responsibility must inform the school of changes to any of these details.

This policy and protocol is shared with parents upon induction to the school and is available via the website.

This policy should be followed on those occasions where a child has not been collected from school at the end of the day and it has not proved possible to contact the parents/carers/emergency contact person for the child. These situations are time consuming for the school and can be upsetting for the child, but in the majority of cases the child is collected albeit late from school.

There may be occasions when parents/carers fail to collect a child due to an accident, illness or other emergency that will result in the child not being able to go home at the end of the day. On these occasions, it is important that a protocol is available which ensures the child is looked after in a safe and welcoming environment.

The guiding principle in dealing with any situation in which a child is not collected from school must be to minimise distress to the child and for him or her to remain in familiar surroundings and/or with familiar people for as long as possible. It is important that the child does not overhear potentially stressful conversations whilst school are trying to contact parents/carers.

If a child has not been collected, the school should make every possible attempt to contact the parents/carers. The child may well be able to indicate if something out of the ordinary has happened at home (e.g. parental illness or absence).

On some occasions, another parent may offer to take a child home with them. School will not release a child into the care of another adult without the consent of the parents/carers. Members of staff will not take, or drive, a child to their home or to the home of the child unless, in exceptional circumstance, this is agreed with parents or other statutory partners (i.e. social care/ police).

Plans for transporting the child will be dependent upon staff availability out of hours and will take into consideration the need for adequate insurance cover and any information about special needs or behavioural difficulties. Where possible, two adults should be present.

If the school cannot contact anyone, they will make every effort to reassure the child and keep him/her in a friendly and familiar place until an identified person arrives. If no one has arrived after one hour following the school closing time and no contact has been made, the school will contact the Local Authority's Children's Social Care Team.

The school's designated/ deputy designated safeguarding lead for child protection will keep a record of incidents where parents do not collect a child from school, are late in doing so, (for no good reason) or where this is a repeat occurrence. Any safeguarding/ welfare concerns arising out of such an incident will be dealt with in accordance with the school's safeguarding procedures.

Children not collected from school are the overall responsibility of the Headteacher and any other safeguarding lead.

Procedure for Children Not Collected at the End of the Day

Child not collected at 3:30pm. Children remain with class teacher until 3:35pm. Still no collection, teacher to escort child to the office area and notify office staff.

Office staff to contact parent and then emergency contacts if necessary. Child supervised by school staff until 3:45pm.

No contact made by 3:45pm: Safeguarding leads/ Headteacher informed. DSL to take child to After School Wraparound Care Club for supervision and parent to be charged cost of the session plus £5 late booking fee. Information gathered as to status of child (i.e. LAC, CIN, CP, not known to services etc.).

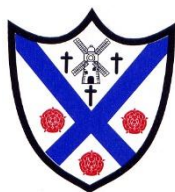
4:30pm: Still no contact from parents: Social care contacted for advice/ support.

DSL/ DDSL to remain in school until child is collected by either parent, emergency contact or social care workers. If the child is taken into the care of Social Care, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.

Children's Social Care: 0300 123 6720

Request either allocated social worker for family or Duty social care team

When calling children's social care, have available child's name, date of birth, parent name/s and address.



Treales C of E Primary School

Equipped by God; We are Mighty

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Tel: 01772 684678 Email: head@treales.lancs.sch.uk

Headteacher: Lisa Hill

Pupil Name _____ Year Group _____

Authorised Collection from School List

Treales CE Primary School staff will not release your child to an unauthorised person. No one other than the legal parent or guardian may pick up your child unless stated below. Please provide the names of any individuals (including relatives or other Treales parents) that have permission to collect your child from school. Update this list as needed throughout the year. If there is someone besides a parent who might pick your child in an emergency, please be sure to provide this authorisation below.

I _____ give my permission to release my child to the following adult(s):

Name	Relationship to child	Daytime telephone number

If you have concerns that an individual who is not authorised may try to pick up your child, please be sure to notify the headteacher.

Parent Signature _____ Date _____