



Non-collection of Pupils Policy

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Approved by: JOH/Educ

This Policy applies throughout the School from EYFS to Year 6.

In the event that a parent/carer or authorised adult does not collect a pupil at the end of a School session/day or an After School Club, the School puts into practice agreed procedures. These ensure that a member of School staff who is known to the pupil cares for the pupil safely. It is a statutory requirement for us to contact the relevant local authority children's safeguarding children partnership if a pupil is not collected according to the guidelines set out below.

Aim

In the event that a parent/carer or authorised adult does not collect a pupil, we will ensure that the pupil receives a high standard of care. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be cared for properly.

Procedures

1. Parents/carers of pupils starting at the School are asked to provide specific information, which is recorded on our online admissions form, including:

- Home address, email address, landline (where available) and mobile telephone numbers of both parents plus the contact details of at least one alternative responsible adult (relative, friend, etc.), where possible, who can assist in contacting parents/carers or authorised adults. Where possible, we will hold 3 sets of contact information for pupils in our Early Years setting
- Place of work telephone number (if applicable)
- Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from School, for example, a childminder or grandparent (each an "authorised adult")
- Information about any person who has parental responsibility but who does not have legal access to the child. These are held on the School's Management Information System, currently iSAMS

2. On occasions when parents/carers or the persons normally authorised to collect a child are not able to collect the child, they inform the School of the name and telephone number of the person who will be collecting their child if they are not one of the known, approved, pre-authorised adults. Parents will be asked to introduce the person collecting in these circumstances to the School in advance, or where this is not practicable, to provide satisfactory identifying information, e.g. a photograph.

3. It is the responsibility of parents/carers to inform the authorised adults of any changes to the usual collection timings.

4. Parents/carers are informed that if they are not able to collect the pupil as planned; they must inform us so that we can ensure the pupil is cared for in After-school Care until up to 18:00. Parents

are reminded that messages must be sent via email or the School Office, not via pupils, and emails must match the parent/carers address on file.

5. If a pupil is not collected at the end of their registered session/day, we implement the following procedures:

- If a pupil is not collected promptly after 12:30 (Morning only Nursery pupils), 15.45 (EYFS, KS1 and 2) or 18.00 (17.30 on Fridays) (After School Care), the School Office will be alerted and will make every attempt to contact one of the parents/carers or authorised adults. EYFS children will be cared for within EYFS or in After School Care (depending on the time) by a suitably qualified EYFS staff member. KS1 and KS2 pupils will be taken to the School Office. If contact is made, the pupil will be reassured and kept in the School Office (if collection is imminent) or taken to After School Care to await collection. If the After School Care supervisor is not present, suitably qualified cover will be used
- If no telephone contact can be made, the member of SLT on duty that afternoon will be informed. The Designated Safeguarding Lead (DSL) or, in her absence, the Deputy Designated Safeguarding Lead (DDSL) will also be informed and will monitor the situation. We will continue to attempt to make contact
- If, after an appropriate period of time and taking into account all available information, the pupil still has not been collected, and no telephone contact has been made with parents/carers or authorised adults, this would constitute a safeguarding concern and the decision will be made by the DSL or DDSL or, if not available by a member of SLT, to contact the relevant local authority children's safeguarding partnership to notify the non-collection concern. Up-to-date contact details for local authority children's safeguarding partnerships are set out in the School's Safeguarding and Child Protection Policy. The relevant local authority children's safeguarding partnership will, if necessary, make emergency arrangements for the pupil and arrange for a visit to be made to the pupil's house and will check with the police. The School will make a full written report of the incident
- We undertake to look after the pupil safely throughout the time that they remain under the School's care, until such a time as the pupil has been collected by a parent, guardian or carer, or until appropriate, alternative care arrangements have been made with the relevant local authority children's safeguarding partnership and/or the police
- The DSL or the SLT member handling the situation records the incident on CPOMS, including the time of collection, the staff members who supervised the pupil, all attempts made to contact parents or authorised adults, and any actions taken, including advice received from the Local Authority. Any repeated late collections or emerging concerns will be reviewed and, where necessary, escalated in line with the School's Safeguarding and Child Protection Policy. If any concerns about a pupil's safety and welfare result, these will be dealt with in accordance with the School's Safeguarding and Child Protection Policy

In the event of pupils returning from educational visits or away sporting fixtures, the parents/carers will be given ample notice in writing of the change in pick-up arrangements.

Parents/carers will sign to acknowledge receipt of this information. The same timeline will apply, but action taken will start after the revised pick-up time, taking into account timing practicalities.

Early Years specific information

For pupils in the Early Years Foundation Stage (EYFS), the School ensures that statutory safeguarding and supervision requirements are met if a child is not collected at the designated time. EYFS children

will remain under the care of a qualified practitioner in a safe environment, with staffing ratios maintained at all times. Immediate attempts will be made to contact parents and emergency contacts, and if unsuccessful, the Designated Safeguarding Lead will be informed and local authority guidance followed. All actions will be recorded, and any repeated late collections will be reviewed in line with safeguarding procedures.

Linked policies

- Children Missing or Absent from School Policy
- Safeguarding and Child Protection Policy
- Supervision of Pupils Policy