

Thames View Infants

Children not Collected On-time: Policy & Procedures

Collection of Children at the end of the School Day

It is the responsibility of parents to collect their child(ren) on time at the end of each School day.

Thames View Infants recognises that it has a statutory duty to safeguard and promote the welfare of pupils, and that this duty extends to having arrangements in place for dealing with children who are not collected at the end of a school day, or at the end of an after-school club.

Thames View Infants school times are as follows-

- Nursery AM- 8:45am- 11:45am
- Nursery PM- 12:15pm- 3:15pm
- Nursery All Day (30 hours) 8:45am- 3:15pm
- Reception, Year 1 & Year 2- 8:45am- 3:15pm

On admission to the school, parents are asked to provide:

- Names and full addresses of parents/carers (and confirmation of parental responsibility);
- Mobile phone numbers & email addresses
- At least two emergency contacts who may be called in the event of the parents/carers being unobtainable or in the case of an emergency

It is the responsibility of the parent/carer to ensure this information is updated annually or whenever circumstances change.

Action if a Child is not collected on-time

If a pupil is not collected at the end of the school day or after attending after school clubs the school puts into practice agreed procedures. These ensure the pupil is cared for safely by experienced and qualified adults who is known to them.

If a child remains uncollected at the end of the school day, the teacher will wait with the child at the collection point for 10 minutes. Any children left after this time, will be taken to the school office.

The office will always try and ensure any messages from parents/ carers who have called to say they are running late are relayed to the class teacher/ TA, however during busy times this is not always possible.

Once staff have established no messages have been left, office staff will then start the following process:

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1. Begin calling contacts in order of priority- this is given at the initial admission meeting and would start with the person who has parental responsibility. The child's name is then written in the late collection book.
2. If no contact can be made with any of the emergency contacts via telephone, then a Parent Mail may be sent, along with an SMS.
3. At this point the Designated Safeguarding Lead (DSL)/ Deputy DSL's would be made aware that a child has not been collected. A minimum of two members of staff, who are DSL trained, should then take over responsibility of that child's care.
4. Phone calls to emergency contacts will still continue and messages left where possible.

Whilst we understand certain situations are unavoidable and on occasion things happen that will make you late for your child, we do ask that we are contacted and you keep communicating with us so we can not only tell your child (who may be anxious) where you are, but also ensure staff are aware who may need to make arrangements to care for your child until you arrive.

Change of Collecting Adult

Periodically, the school sends out a letter asking parents to update data, which includes emergency contact details who have permission to pick up the child at the end of the day. This information is collected and updated on the school's Integris system, to allow the school to make a quick and informed decision if somebody less familiar seeks to collect a child.

If an adult who is not named on the consent form attempts to collect the child, the school will, for matters of safeguarding, need to contact a parent/ carer to confirm whether they are genuine and do have permission to collect the child.

Parents are reminded that the office should be informed before home time of any changes to normal collection arrangements (e.g., being collected by another parent) so we can ensure the children go home safely without any issues.

Suitable Person to Collect for School

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves.

We do not allow anyone under the age of 16 to collect children.

If staff feel that the person collecting a child may be under the influence of either alcohol or drugs and the safety and well-being of the child may be compromised, the school's Designated Safeguarding Lead or any member of the Senior Leadership Team will be contacted to assess the situation and decide whether the adult concerned appears able to take responsibility for the child.

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If the judgment of the DSL/ Senior Leader is that the child might be at risk, alternative appropriate action will be taken and this might include contacting another person named on the emergency contact list or another suitable member of the family to collect the child.

If another emergency contact or family member is not available then the school will consider contacting LBBDC Children's Social Care or the Police.

In the case of relationship breakdown between parents and/or guardians, we are unable to deny a parent's right, where they have parental responsibility (PR). PR may include the adult's name being on the child's birth certificate, adoption order or special guardianship order.

Reasons we would deny access include;

- there is a court order in place prohibiting access to the child (which the school must have a copy of);
- there are any identified child protection issues preventing one parent having contact with a child;
- we feel a parent/ carer with PR is a potential danger or risk to the child

We would follow our safeguarding procedures and either 'slow down' the child going home whilst we contact the other parent/ carer with PR, or contact MASH or the police for further advice.

For more information on Parental Rights & Responsibilities, please see [Parental rights and responsibilities: Who has parental responsibility - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/parental-rights-responsibilities)

Procedure if a Child is collected late

On the first occasion where a child is collected late, the school will speak to parents/ carers and remind them of the home school agreement and procedures we follow should this happen again.

On the second occasion when a child is collected late, a formal letter will be written to the parent/ carer. Depending on the circumstances (communication with school prior to late collection), parents/ carers might also be asked to attend a meeting with members of staff from either the Safeguarding Team or SLT.

On any further occasions, again depending on the individual circumstances, we may have to contact children's services and complete a referral, particularly if there is a lack of engagement and we feel the child is being 'abandoned'.

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Procedure if a Child remains uncollected 45 minutes after the end of their session

This section of the policy relates to the school's statutory duty to safeguard and promote the welfare of pupils, and operates for every situation where a parent or carer cannot be contacted within 45 minutes of the end of the school day.

In the case of a pupil not being collected and no contact being made by the parents with the school; or the school being unable to speak with one of the emergency contacts by 12:30pm for Nursery AM, or 4pm for all other classes, the school will call LBD Children's Services or the Police (101) for advice.

This will allow the Social Care Team to begin to plan for the possibility that they may need to make arrangements for the alternative care of the child.

Discretion will be used with the above procedures in exceptional circumstances.

Under no circumstances will staff ever take the pupil home with them.

After School Clubs

After school clubs are generally from 3:15pm- 4pm.

The procedure for children collected late, will be the same as above.

The procedure for uncollected children will be implemented after 4:30pm in the event a child has not been collected from an after-school activity.

Children will also lose their place in that club, and any other clubs.