Thames View Infants



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Dear Parent / Carer;

Important Information: Safe Collection Arrangements and Late Pick-Ups

We understand that emergencies and unexpected delays can happen. However, it is important that every child is collected safely and on time at the end of the school day. Therefore, we are writing to remind everyone about what our safe collection arrangements are and what to do if you're running late.

If you know you are going to be late, or someone else needs to collect your child, you must contact the school office as soon as possible.

Please follow the guidance below to help us keep your child safe.

If you are going to be late collecting your child

We do not provide an in-house after-school club at school. Therefore, if you know you are going to be more than 15 minutes late, you must make alternative arrangements for your child's care.

You should:

- Contact the school office as soon as possible to let us know that you are going to be late.
- Make every effort to book your child into Premier Education's after-school provision. Please see the information below about setting up an account.
- If Premier Education is not an option, arrange (where possible) for another authorised adult to collect your child. You must tell the school office their name and relationship to your child and ensure they know your child's collection password.

Please do not assume that we can keep your child at school indefinitely until you arrive. It is your responsibility to arrange appropriate childcare if you are unable to collect them on time.

If someone else is collecting your child

For safeguarding reasons, we will only release children to an adult who has been authorised to collect them.

Anyone collecting your child on your behalf must:

- Be an adult (we cannot release your child to another child).
- Be someone you have told the school about. You must provide us with their full name and tell us who they are.
- Know your child's collection password.
- Be someone your child knows and feels comfortable leaving with.

Please note: We will not release your child to someone who simply turns up at the school without prior authorisation from you. We will also not allow your child to leave with anyone they do not recognise or feel comfortable going home with.

If we have not received confirmation from you, we will contact you before making any decision about releasing your child.

A few things you can do now to be prepared

A little preparation now can make a big difference if an emergency happens.

1. Set up a Premier Education account
Premier Education runs an after-school childcare provision at our school. We strongly recommend that all parents activate a free account, even if you do not think you will need to use the provision regularly.

Please click here for a link to their website.

Having an account ready means that you can book your child in if an unexpected situation arises.

Please remember:

- Bookings must be made by lunchtime on the day your child needs to attend – if it's later than this you will definitely need to call them.
- Always check that your booking has been confirmed – phone Premier Education if need be.
- If you do not receive an email confirmation, contact Premier Education directly to check that your booking has been secured.
- Any queries regarding Premier Education should be directed to Premier Education directly. Please remember that they are a separate organisation from the school, and school staff are unable to make, amend or manage bookings on your behalf.

2. Tell us who is authorised to collect your child
If you have family members or other adults who regularly collect your child, please make sure the school office has their full name and telephone number. We can then add their details to our records.

Please remember that they will still need to know your child's collection password.

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3. Make sure you have a collection password

Every child should have a collection password in place. Please ensure that anyone you authorise to collect your child knows this password.

Keep the password secure and only share it with trusted adults.

What happens if your child is not collected on time and we have not heard from you?

We understand that genuine emergencies happen. However, failing to collect your child on time without contacting the school or making alternative arrangements is a safeguarding concern.

At the end of the school day, any child who has not been collected will be taken to the school office, where we will try to contact their parent or carer.

If we have not heard from you and cannot establish who is collecting your child, we will naturally become concerned about their welfare.

In these circumstances, we have a duty to ensure your child is safe. We will follow the school's safeguarding procedures and policy, which may include taking further action if we are unable to contact you or establish safe arrangements for your child's collection.

Please remember: It is your responsibility to ensure your child is collected on time and that appropriate arrangements are in place if you are unable to do so. Keeping us informed is essential to keeping your child safe.

Thank you for your understanding and for helping us to keep all our children safe.

Yours sincerely,



Paul Jordan
Headteacher

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