



## Late collection and Un-collected Policy

### Rationale

To promote a positive approach in safeguarding all children and to ensure all take responsibility.

It is the aim of Sherford Vale School & Nursery to ensure punctuality and timely collection of children.

### Purpose

1. To provide a consistent message to pupils, staff and parents/carers.
2. To ensure a high standard of punctuality and timeliness in collection.
3. To provide a safe and secure environment for pupils.

Parents of children attending Sherford Vale School and Nursery, or the Breakfast and/or After-School Club provision are asked to provide the following specific information which is recorded in the central office for the whole school and within the Clubs' file.

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number (if applicable).
- Mobile telephone number (if applicable).
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent. (A password will be required on collection.)
- Who has parental responsibility for the child
- Information about any person who does not have legal access to the child (Legal documentation will be required)

**NB: Schools are required to have at least two, up-to-date contacts for each pupil.**

We regularly remind parents of the importance of letting us have up-to-date contact numbers and stress that it is their responsibility and in their child's interests to provide information as comprehensively and as accurately as possible.

Staff at Sherford Vale School and Nursery will only release a child from their care to adults who have permission to collect him/her. Parents or guardians

need to inform the child's class teacher if a different person will be collecting their child.

In the event of an emergency, we will operate a password system where you can send someone not authorised to collect your child but who is able to give the password. This should be discussed with the child's class teacher or Office Manager if this system needs to be used.

If a parent or guardian believes that they will be late to collect their child, then they will need to contact the school office by phone call. A message taken in the office will then be passed to the child's Class Teacher with the arrangements if another family member or friend is to collect them or the child is to wait with the Class Teacher, or in the case of After-School provision, then with the appropriate staff. Children are to wait in school until a responsible adult arrives and will be taken to the Main School Reception where a member of staff will wait with the child until the parent or guardian arrives to collect them.

If a child has not been collected at the end of the school day, then the child will be taken to the Main School Office by a member of the class team who will call the parent/guardian. A child who is waiting for their Parent or Guardian to collect them should wait at the Main School Reception and should not be left unsupervised. The same procedure will apply for the After-School Club. A folder is kept in the main school office of all pupils' contact details.

Staff members calling a Parent or Guardian should try in the first instance the first named contact on the Pupil Information Sheet. In the event that this person does not answer a message should be left where possible, indicating that the next named person will be contacted and for them to contact Sherford Vale School and Nursery as soon as they have received this message. If the staff member is unable to make contact with any contacts on the Pupil Information Sheet, then the staff member should continue to try calling until a message is received from the Parent or Guardian or the child is collected. (See below for further guidance on how to proceed.)

Parents/Guardians are asked to inform the school, as soon as possible, if they believe that they will be late to collect their child. This message will be passed on to the relevant staff, as soon as possible.

- In the event where there has not been any communication with the child's parent or carer, after the timescale of half an hour, then Social Services will be contacted immediately. This will be either: Devon MASH for those children with Devon home addresses, or, Gateway for those children with Plymouth home addresses.
- If a child is not collected within 30 minutes of the end of their session/school day and no message has been received the following safeguarding procedures are implemented:
  - If there is no-one who can be contacted to collect the child, contact the appropriate Social Services. If staff believe there is

an urgent safeguarding/child protection issue, then a call should be made to the relevant social team or via the out of hours contact details. (These can be found on the 'Who Can I Contact' information sheet.)

- The child must stay at setting in the care of two adults until the child is safely collected either by the parents/carer or by a social care worker.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.
- Under no circumstances do staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file and on CPOMs.
- You may also be fined £10 per child.

Staff should be aware that the following procedures should also apply:

- If a child is uncollected then adults working in the club should remain with the child where possible, unless a member of SLT is available.
- All parents/carers and emergency contacts on the child's registration should be contacted if a child has not been collected. All calls and numbers tried must be logged, recording the time and whether a message has been left. This also needs to be recorded on CPOMS.
- All reasonable attempts must be made to contact the parents/carers. If there is no success at making contact with any adults named, the most senior member of staff on site is informed.
- Ofsted will be notified if Children, Young People and Families Services become involved.

All the above information applies to the main school and nursery, and the Before and After School Clubs. (The same will apply to any Holiday Club provision, that is run by the school.)

