WE 'GROW AND SHINE IN GOD'S GLORY'

MOUNT CHURCH OF ENGLAND PRIMARY ACADEMY

Mount Church of England Primary

LATE or NON COLLECTION POLICY

DIOCESE OF SOUTHWELL & NOTTINGHAM MULTI ACADEMY TRUST

Reviewed: Autumn 2026

Next Review: Autumn 2028

Late or Non Collection

We aim to provide a safe and caring environment at all times for every child. In the event that a child is not collected or collection is delayed, they will be reassured in order to cause as little distress as possible. We inform parents/carers of our procedures so if they are unavoidably delayed they will be aware of procedures being followed. In the event that a child is not collected by an authorised adult, we put into practice the agreed procedures.

Procedures for Late Collection

If children are not collected at the end of the day we will follow the following procedures:

- In the event that the parent/carer is running late or has made alternative collection with a friend/relative they should ring the school to advise us of those changes so that both the teacher and child are aware.
- If the child is being collected by another adult, we operate a password system to ensure safeguarding of the child.

If it appears that there have been no alternative arrangements made for the collection of a child by the parent/carer, the school staff should take the following steps:

- Messages are checked to see if there are any changes to the end of day arrangements
- Parents/ carers are contacted at home or work
- If this is unsuccessful other authorised adults are contacted – contact forms all have contacts for two adults for each child.
- In the meantime the child will wait under adult supervision

A record will be kept of children collected late after the end of the school day (more than 15 minutes without a reasonable explanation). If this becomes a regular occurrence, parents/carers will receive a letter and a meeting with senior staff will be arranged to see how the family can be supported.

Systems in place to prevent late or non collection

Parents of children starting in the school are asked to provide specific information which is kept in our contact file in the office including:

- Home address and telephone number of parents/ carers
- Place of work, and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from the school i.e. childminder, relative, neighbour
- Information about any person who has been denied legal access to the child
- Information about who has primary responsibility for the child

If there are any changes to any of the above, we ask that the school office is notified immediately.

When there is a change to the end of the day arrangements we ask that parents inform either the school office or the class teacher.

For younger children in Foundation and Year 1, systems are in place in the class to inform the teacher on a day to day basis of any changes

Procedures for Non Collection

- If a child has not been collected, the school will make every possible attempt to contact the parent(s)/carer(s). 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. Schools should never release a child into the care of another adult without the consent of the parent(s)/ carer(s).

- Members of staff must not take, or drive, children to their home, or to the home of the child(ren).

- Initial attempts to contact parents/carers should be made when **15 minutes** have elapsed after school closing time.

- After **30 minutes** have elapsed, contact with all emergency numbers supplied by the family should be attempted.

- If no contact has been made and no one has arrived to collect the child when **one hour** after school closing time has elapsed, then the school should contact Children's Social Care on 0300 500 80 90 (Out of hours 0300 456 4546) and provide name, date of birth and address of the child; the names of the parents/carers and their contact numbers plus any other relevant information regarding the child and their family.

- The Duty Social Worker will advise what to do next until the parent(s)/carer(s) can be traced. Staff will wait with the child in school until the social worker arrives, or, in exceptional circumstances, it is agreed that the school will bring the child to the Social Care Office.

- These arrangements can also be implemented in the following circumstances:

  Where a parent does not arrive to collect the child and no contact can be made because the telephone numbers (including any emergency numbers) provided by the parent/carer have been cut off or are unobtainable.

  Where the person calling to collect the child is not considered an appropriate adult, eg is under age, appears intoxicated, and it has not been possible to contact the parent/carer or the emergency contact.

Once the child is in the care of Social Care, they will take the responsibility for tracing the parent(s)/carer(s).