



*Fly high. Soar*

# Collection, Non-Collection and Missing Child Policy

At Carleton Green Community Primary School, we aim to provide a stimulating, caring and harmonious environment in which all individuals feel valued and are encouraged to reach their personal potential. **This policy applies to all pupils, including those in the Early Years Foundation Stage (EYFS).**

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## **Collection, Non-Collection and Missing Child Policy**

### **1. Legal framework**

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Section 175 of the Education Act 2002
- DfE (2024) 'Keeping children safe in education 2024'
- DfE (2018) 'Understanding and dealing with issues relating to parental responsibility'. This policy operates in conjunction with the following school policies:
  - Health and Safety Policy
  - Child Protection and Safeguarding Policy

### **2. General collection procedure**

Parents will promptly collect pupils at the end of the school day, which is 3:30pm, from the classroom. Parents will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke free zone.

Staff members supervise the playground until all pupils have been collected, accounting for the school's late collection procedure outlined in section 4 of this policy. Sufficient staff to pupil ratios will be met at all times during the collection process.

Pupils will be allowed to travel home on their own as long as the class teacher has been informed of this arrangement by the pupil's parents/ guardians, prior to this commencing.

Staff members will not release a pupil if it is felt that the parents/guardians are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety. In these cases, the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility. Under no circumstances will staff members take pupils home themselves.

### **3. After-school club collection procedure**

After school club finishes at 5.30pm and extracurricular clubs finish at 4.15pm.

Parents will follow the normal collection procedure, as outlined in section 2, when picking up children from afterschool clubs.

Pupils who have not been collected following an after-school club will be escorted to the school's after-school care club.

If parents/guardians are late to collect their children, which results in the pupils attending the after-school care club, parents/guardians will be charged in accordance with the school's Extended Services Policy.

### **4. Late collection procedure**

Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child. The school will allow for a 15-minute window for late arrival. If a pupil has not been collected 15 minutes after the specified collection time, a staff member will escort them to the school's after-school care club before trying to contact the pupil's parents/guardians. If the pupil's parents/guardians cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to try and contact the parents/guardians. If the

parents/guardians and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in section 7.

The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

The pupil will join the after-school care club, which parents/guardians will be liable to pay the cost for this service.

All staff members, including those in charge of after-school activities, will be aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

While awaiting collection, pupils will be supervised at all times, ensuring appropriate staffing ratios are met.

Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents/guardians being late.

### **5. Recurrence of late collection**

The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where parents/guardians are late with no reasonable explanation.

Concerns regarding a pupil's safety and welfare associated with late collection will be dealt with in accordance with the school's Child Protection and Safeguarding Policy.

In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the parents/guardians inviting them to a discussion about their circumstances.

Parents will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school's right to enforce a penalty charge.

The school will charge a £15 fine for parents/guardians who are late to collect their child more than three times a term without a reasonable explanation.

### **6. Collecting a child on someone's behalf**

The school never releases a pupil into the care of another adult who is not a named emergency contact without the consent of their parents/guardians.

Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents/guardians and the pupil themselves.

If parents/guardians wish for their child to be collected by another party who does not have parental responsibility, whether this is a regular occurrence or a single occurrence, they must notify the school in writing.

In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents/guardians confirming that the arrangement was made at their request. Verbal consent must include a full physical description of the person, unless already known to the school.

A password may be requested to be used by both parties to ensure the identity of the person collecting the pupil is the individual arranged by the parent.

Staff members who are unsure of an adult's identity will ask to see identification. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:

- A staff member will take the pupil to the school office.
- The pupil's parents/guardians will be contacted for further advice.

- A member of the SLT will be made aware of the situation.
- If the pupil's parents/guardians are not contactable, the standard procedure for uncollected pupils will be followed.

Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

### **7. Non-collection procedure**

The school will continue to try and contact the parents/guardians and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be kept.

Under no circumstances will staff members go and look for the parents/guardians. A staff member will supervise the pupil at all times.

If no contact has been made with the pupil's parents/guardians or emergency contacts, and no one has arrived to collect the child within an hour since the original collection time – the end of the school day or at 4.30pm if it was prearranged for a pupil to attend a school club – the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

A member of staff will stay with the pupil until children's social care arrives.

Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents/guardians.

### **8. Missing Child**

The school endeavours to ensure that no child goes missing and that it has measures in place to minimise the likelihood of this happening by taking the necessary action, should the situation arise.

- The staff maintain the appropriate high level of supervision throughout the day and are aware of the location of the children in their care at all times.
- When on excursions outside the school premises, staff implement strategies to maximise the safety and security of the children in accordance with the school's Health & Safety Policy and Educational Visits Policy.
- Staff undertake regular roll calls and head counts.  
All doors and gates are closed during the school day or monitored appropriately when they are open with staff being vigilant regarding movement of children.

The above measures ensure that situations where a child could be lost are very limited. These are:

- Where a child wanders off on an off-site visit
- Where a child goes out of a door or gate left open on the school site
- Where a child is taken from the school site by an unapproved adult

The school has rigorous procedures for pursuing unexplained absences, including the aim to contacting parents/guardians by 9.30am if a child has not arrived in school and the reason for absence is not known. This should ensure that staff become aware at the earliest opportunity of any child who may have gone missing on the way to school. In these circumstances, this policy will be followed.

## **Pupil removed from school premises by unapproved adult**

No child is allowed to leave the school site with an adult other than a parent without permission being received from a parent either by telephone or email no later than half an hour before pick up. *This rule must be rigorously enforced.* In cases where a parent is legally denied access to their child, all staff must be informed in writing of the circumstances together with a photo of the child and, if possible, the parent. This information must be kept confidential and the photo displayed inconspicuously within the room (eg inside a cupboard door that is not accessible by children). The list of relevant staff must be reviewed regularly and written information and photos shredded when it is no longer relevant. If a child is seen (or believed) to be taken from the school site by an unapproved adult, the police and parents/guardians will be immediately informed.

### **Measures in place to ensure a child does not go missing include:**

- Information to staff about challenging unknown persons on the premises and urgently informing the senior leadership team
- Requirement for all visitors to register on arrival with the office, present evidence of identity on their first visit, obtain a visitor's badge and be provided with information regarding safeguarding and the relevant officers
- Boundary security regularly checked by health and safety and maintenance teams.
- Adequate and rigorous supervision of children at all times
- Sufficient staff to maintain ratios appropriate to the venue and the nature of the activity being undertaken
- Rigorous risk assessments for trips undertaken within the allocated time scale which have been reviewed by the Education Visits Co-ordinator

### **Following up an incident**

When the situation has been resolved the Headteacher and SLT will review the reasons for it happening. This will include:

- Reviewing the incident with the Designated Safeguarding Lead.
- Assessing the effectiveness of risk assessment procedures.
- Taking written statements from and interviewing staff involved.
- Collecting information from any other relevant adult witnesses, including officials from the venue where a child has gone missing off-site.
- Discussion, as appropriate, with pupils.
- Discussion with the parent/s of the child regarding the situation and relevant information as appropriate
- If the incident requires reporting to Ofsted, in respect of RIDDOR or any other official body, such action will be taken by the school.
- The incident and effectiveness of subsequent action taken will be reviewed at the next Health and Safety Committee meeting.

SLT will issue advice to staff and pupils and implement any necessary measures to ensure that it does not happen again.

## **9. Monitoring and review**

Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary. This policy will be reviewed every two years.