Late Collection Policy

Ferndale Primary School
School Policies Review Summer 2025 | 2017, 2020, 2022, 2025

Date: June 2028

Ferndale Primary School

Late Collection Policy (This policy has been adapted from one agreed with Children's Social Care)

Aims

- To minimise the possibility of late collection
- To establish clear procedures in the event that a pupil is not collected at the end of the school day. (It is essential that parents are asked to update or confirm emergency contact details termly. Best practice suggests a minimum of 3 contact numbers where possible.) To follow up the non-collection to minimise the possibility of it happening again.

Minimising the possibility of late collection

The times of the school day are clearly communicated to parents on the website, in newsletters, on site or other appropriate means of communication. Parents are also to be informed of the importance of notifying the school if there are any changes to their collection arrangements or if they are going to be late and the possible implications. It is equally important that the relevant staff are informed that a parent has notified the school of late collection and arrangements made for the care of the pupil. If the school changes the collection time it will notify this clearly to parents and in advance through the appropriate means of communication. Pupils are also to be reminded about this by their teacher.

Where a child is collected 10 minutes or longer after the bell, this will be recorded on CPOMS.

Suitable person / Identification of Individuals

It is essential that parents nominate a responsible person to pick up their child if they are unable to do so themselves, parents should list all adults allowed to collect their child on the green safeguarding form, which is held in each classroom, this can be amended throughout the year by speaking to the class teacher. It would not be deemed appropriate for another primary school aged child to have this responsibility and it would be a judgement call based on the age and maturity of any other young person under the age of 18 (i.e. when the person becomes an adult).

If staff feel that the person collecting a child may be under the influence of either alcohol or drugs and the safety and wellbeing of the child may be compromised, a member of the school Senior Leadership Team must be contacted.

The member of the Senior Leadership Team will assess the situation and if they feel that the parent/carer appears unable to take responsibility for the child they will take appropriate action. This could include contacting another person named on the emergency contact list or suitable member of the family to collect the child. If another emergency contact or family member is not available then Children's Social Care or the Police may need to be contacted.

Relationship breakdown of parents / guardians

The school has a clearly defined procedure, which is followed in the event of the relationship between a child's parents or guardians breaking down.

Unless there is a court order, of which the school must have a copy, or there are any identified child protection issues preventing one parent's contact with a child we are unable to deny access.

Procedure to be followed if a pupil is not collected

If a pupil is not collected at the end of the school day or after attending after school clubs it is important to establish with the pupil what their understanding of the arrangement was and try to contact anyone on the child's emergency contact list if parents are unavailable.

The teacher or appropriate member of staff to:

1. Check the pupil's Home/School Link Book (where applicable).

2. Check whether they are usually in an after school activity that night and have just forgotten to attend. (Where applicable).

3. Check with office staff to see whether a phone call has been received.

4. Check with class teacher or office for a message or note.

5. Continue calling the parent (or ask office staff to do so). Contact numbers are available from Arbor. Please ensure that the office staff are aware that you are trying to contact a parent

in case of a return phone call. Ensure child is kept with a member of staff familiar to them and the office is informed as to who this is.

6. If an answer phone is used please leave a short message to say the day and time, that you are ringing, that you still have X with you and they must contact the school immediately to say when the pupil is to be collected.

7. If a parent has not made contact or arrived by 4.30pm or 20 minutes after the end of an after school club a further phone call should be made and where available, a message left to inform the parents that a referral is being made to Multi-Agency Safeguarding Hub (MASH) if no call is received within 10 minutes.

8. If the child is not collected and no contact is made by 4.40 p.m. or 30 minutes after the end of an after school club, a referral needs to be made to the MASH on 0121 569 3100 and to the West Midlands Police.

Follow-up

If a pupil is picked up late please record this on CPOMS, along with the time collected.

Once the situation has been resolved it is important to establish how and why the circumstance arose and to ascertain what the parent must do to avoid a recurrence of this situation.

It will also be necessary to review the procedures used to ensure that they worked smoothly and if necessary to amend for future incidents.

Useful contact numbers

Multi-Agency Safeguarding Hub (MASH) - 0121 569 3100