



Sleights Church of England  
(Voluntary Controlled) Primary School

# Child Not Collected Policy

September 2024

*Working together to be happy; to flourish; to succeed  
through our Christian values  
perseverance, respect and trust.*

## Purpose

To ensure the safeguarding of all children, it is essential that the school has a procedure in place for the safe collection of all children at the end of a school day, and guidance for parents in the event of them being late/unable to collect their child.

## Aims

- To keep children safe.
- To ensure that all members of the school community are aware of the correct procedures for the end of the school day.
- To highlight the importance of maintaining clear lines of communication and up-to-date contact details.

## Policy

- The school expects children to be collected at the end of the school day. For families in Pre-School, this is 3.00pm. For children in Reception, Key Stage One and Key Stage Two, this is 3.15pm.
- The school gates are opened at 3.00pm. Families are asked to keep the area immediately around the classroom doors clear to enable children to make a safe exit.
- Each class is let out of their individual classroom doors. Families are expected to wait nearby the classroom door area.
- Children in Year 5 and 6 only may walk home on their own, as long as permission has been granted in advance by family members.
- Where a child is being collected by someone other than their usual guardian/adult collecting, staff must be made aware of this, by a person with parental responsibility. If someone collects and this permission is not given in advance, we will make contact with a person with parental responsibility to obtain this.
- Any child not collected within 10 minutes will be taken to Kids' Club and should be collected from there. A charge maybe incurred for this.
- Please refer to **Guidance for Parents** within this policy for the procedure beyond this point.

## **Guidance for parents/carers in the event of a parent/carer not arriving to collect their child at the end of the school day**

As a parent/carer, it is your responsibility to ensure that your child is collected at the end of the school day.

Please ensure that the school has up-to-date telephone numbers to contact you in an emergency.

- If you are unexpectedly delayed and are unable to collect or will be late collecting your child from school, please contact the school immediately 01947 810395. A voice message facility is available, if we are unable to answer.
- If you arrange for another adult to collect your child, you must let the school know the details of that person in advance.
- If you are unable to arrange for another adult to collect your child then the school can provide care through our Kids' Club Service (until 5.30pm). Bookings are required on ParentPay.
- If you or an identified adult have/has not arrived by 5.30pm to collect your child, the school may need to contact the Customer Service Centre (Children's Social Care).

**If a parent/carer does not arrive to collect their child at the end of the school day and the school has not been made aware of alternative arrangements, school will take the following steps:**

1. The teacher will bring the child/children inside and ensure they are supervised.
2. Children who have not been collected by 3.25pm will be supervised in Kids' Club
3. A member of staff will check with the office whether the parent/carer has telephoned and left instructions or an estimated time of arrival.
4. If no contact has been made by the parent/carer, the staff will attempt to contact the parent/carer and the emergency contact by telephone.
5. Where appropriate, a member of staff will sensitively ask the child whether there is a reason that could account for their parent/carer being late.
6. Where appropriate, a member of staff will ask the child if they have any additional contact information.
7. School will continue to try and contact the parent/carer and the emergency contact/s.
8. If contact cannot be made with the parent/carer or the emergency contact/s by 5.30pm, school will contact the Customer Service Centre (Children's Social Care).
9. In an emergency, school will contact the police.

**We will not allow your child to be taken home by another adult unless this has previously been arranged by the parent/carer and s/he has given permission.**

This policy will be reviewed every four years by the Governing Body.