



## **GRANGE INFANT SCHOOL** **LATE COLLECTION OF CHILDREN POLICY**

### **Aims**

- To minimise the possibility of late collection and to be aware of the correct procedures that need to be followed.
- 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 half termly. Best practice suggests a minimum of 3 contact numbers where possible) Parents currently have the facility to update contact details on Arbor which admin staff then approve.
- To follow up the non-collection to minimise the possibility of it happening again.
- To minimise emotional distress to the child.

### **Late collection**

If a child is collected after 3.30 p.m., without prior notice or contact to let us know, (e.g. a parent/carer stuck in traffic, a member of staff will make a detailed entry on the child's personal records via the school's management information system (MIS), ARBOR. For persistent late collections or for late collections which give us cause for concern, this will also be recorded on Child Protection Online Management system (CPOMs), the school's monitoring system for safeguarding, well-being and pastoral issues, under attendance. Upon collection parents will fill out a late collection slip with the reason for the late collection. This will enable us to monitor persistent late collection.

### **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. It would not be deemed appropriate for a 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). It would also not be deemed appropriate for someone to collect who is unknown to the child.

If a member of staff feels 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's Senior Leadership Team (SLT) must be contacted immediately for further advice.

The member of the SLT 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.

### **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 an after-school club, 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 is to:

- Check whether they are usually in an after-school activity that night and have just forgotten to attend. (Where applicable)
- Check with office staff to see whether a phone call or note has been received
- Check in the register for a note (*notes will also be added to the current electronic register*)



- Continue calling the parent (or ask office staff to do so). Contact numbers are kept in the office. Please ensure that the office staff are aware that you are trying to contact a parent. A record of these calls will be made and retained by the office.
- 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
- If a parent has not made contact or arrived by 3.50.p.m. or 10 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 Children's Services if no call is received within 10 minutes.
- If the child is not collected and no contact is made by 4.00 p.m. or 20 minutes after the end of an after-school club, a referral is to be made to the Children's Services/ Multi Agency Safeguarding Hub (MASH) and their advice is then actioned. (Hants Direct, MASH team 0300 555 1384/1373) This will be the responsibility of the Designated Safeguarding Lead (DSL) team/ Headteacher or a senior member of staff should the DSL not be in school.

### **Follow-up**

If a pupil is picked up late, the reason is recorded on a late collection slip and then added to record this in the pupil record in Arbor and CPOMS for persistent late collections.

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.

These procedures will be reviewed annually.

**Date reviewed:** May 2026

**Date for next review:** May 2027