



Hazelwood Schools

Non-Collection of Children Policy

Reviewed and Adopted: **Autumn Term 2024**

Reviewed by: HT/Resources committee

Next Review: Autumn Term 2027

Review every three years

Non-Collection of Children Policy

In the event that a parent/carer or authorised adult does not collect a child at the end of a school day, an extra-curricular club or from After School Club (ASC), the school puts into practice agreed procedures. These ensure that an experienced and qualified practitioner, who is known to the child, cares for the child safely. It is a statutory requirement for us to contact local authority children's social care if a child is not collected according to the guidelines set out below.

Aim

In the event that a parent/carer or authorised adult does not collect a child, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be cared for properly.

Procedures

1. Parents/carers of children starting at the school are asked to provide specific information which is recorded on our confidential form, including:

- Home address, telephone numbers of both parents/carers (if applicable) plus the contact details of at least one alternative responsible adult (relative, friend etc.) who can assist in contacting parents/carers or authorised adults
- Place of work telephone number (if applicable)
- Names, addresses and telephone numbers of adults who are authorised by the parents/carers to collect their child from school, for example a childminder or grandparent (each an "authorised adult"). These are held on the school central Management Information System: Arbor.

2. If the usual parent/carer is unable to collect their child on the day, they will need to phone the school and advise the office of the name and telephone number of the authorised adult who will be collecting the child. This information will be passed on to the teacher on the day via their class bulletin board on Arbor so that the child and their teacher are made aware of the change.

On occasions when parents/carers or the persons normally authorised to collect a child know in advance they are not able to collect the child, they should inform the school via email of the name and telephone number of the person who will be collecting their child if they are not one of the approved, pre-authorised adults. If this is an ongoing situation, parents will be asked to introduce the person collecting in these circumstances to the school in advance or, where this is not practicable, to provide satisfactory identifying information.

3. It is the responsibility of parents/carers to inform the authorised adults of any changes to the usual collection timings.

4. Parents/carers are informed that if they are not able to collect their child as planned; they must inform the school so that we can ensure their child is cared for until an alternative adult can collect them. Occasionally, it happens that parents/carers are unavoidably late in collecting their children from school, for example, if there is a road traffic accident or trains are delayed. Please ensure that you phone the school to inform us so that we can reassure your child and put the appropriate support in place. A late fee may incur (see below).

5. If a child is not collected at the end of their registered session/day, we implement the following procedures:

- If a child is not collected promptly at 12pm (Morning Nursery), 3:00pm (Full time Nursery), 3:15pm (Reception, KS1 and KS2), at the end of the extra-curricular club (timings will vary depending on the club) or 6:00pm (The After School Club), the School Office will be alerted and will make every attempt to contact one of the parents/carers or authorised adults. Nursery children will remain with Nursery staff until contact is made. Reception, KS1 and KS2 children will be taken to the School Office and subsequently the After School Club (ASC).

- If contact is made, the child will be reassured and taken to The ASC/the School Office as appropriate to await collection. A charge will be applicable from the ASC (please see the table below in the fees section).
- If no telephone contact can be made, SLT will be informed. The Designated Safeguarding Lead (DSL) or, in their absence, a member of the Safeguarding Team will also be informed and will monitor the situation. The school will continue to attempt to make contact.
- If, after an appropriate period of time and taking into account all available information, the child still has not been collected, and no telephone contact has been made with parents/carers or authorised adults, this would constitute a safeguarding concern and the decision will be made by the Safeguarding Team to contact local authority children’s social care to notify the non-collection concern. Local authority children’s social care will, if necessary, make emergency arrangements for the child and arrange for a visit to be made to the child’s house and will check with the police. The School will make a full written report of the incident.
- We undertake to look after the child safely throughout the time that they remain under the School’s care, until such a time as the child has been collected by a parent, guardian or carer, or until appropriate, alternative care arrangements have been made with local authority children’s social care and/or the police in order to prioritise the child’s safety.
- The Safeguarding Team will keep a record of incidents where parents/carers do not collect a child from School or are late for no explained or good reason, or where there are repeated incidents. If these result in any concerns about a child’s safety and welfare, these will be dealt with in accordance with the Schools’ Safeguarding Children and Child Protection Policy.

In the event of children returning from outings or off site sporting fixtures, the parents/carers will be given ample notice of pick up arrangements and by text/call if timings change. The same timeline will apply but action taken will start after the revised pick up time, taking into account timing practicalities.

Fine for Late Collection

If a child is collected late at the end of the school day and as a result taken to After School Club, this may result in a £5.00 late fine for every 15 minutes (per child) that your child/children remain in school after 3:30pm.

Please see the table below for details:

If you collect them between....	...you will be fined....
3:30 and 3:45pm	£5.00
3:45 and 4:00pm	£10.00
4:00 and 4:15pm	£15.00
4:15 and 4:30pm	£20.00
4:30 and 4:45pm	£25.00
4:45 and 5:00pm	£30.00
5:00 and 5:15pm	£35.00
5:15 and 5:30pm	£40.00
5:30 and 5:45pm	£45.00
5:45 and 6:00pm	£50.00

After 6:00pm, there will be an additional charge of £1.00 per minute. This charge also applies to parents who have paid for, but collect late from, After School Club.

These fines also apply for late collections from clubs, e.g. if you are late collecting your child and as a result they are sent to After School Club, this may result in at least a £5.00 fine.

The school must keep a record of children who are not collected on time. The collecting adult will need to sign the child out and the time/late fine will be noted.