



ROSSETT ACRE PRIMARY SCHOOL



Policy and procedures in the event of a parent and/or carer failing to collect a child at the appointed time

Date of policy	December 2023
Member of staff responsible	Kate Woodcock
Review date	December 2024

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 staff, outside providers and parents in the event of parents/carers 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, which is 3.20 pm for EYFS and 3.30pm for KS1 and KS2.
- The school gates are opened at 3.10pm. Parents are asked to keep the area around the classroom doors clear to enable children to make a safe exit and are asked to make sure they are visible to their child.
- Children in Key Stage One, Y3 and Y4 are let out of class at 3.30pm and are handed over to their parent/carers.
- Parents/carers are asked to wait in the playground to collect their child.
- Children in Years 5 and 6 are let out of class at 3.30pm. Parents/carers are asked to wait for their child in the playground area, near to their child's exit door.
- In most cases, only children in Y5 and Y6 are permitted to walk home alone. However, before this can happen, the appropriate form from the school office must be completed and returned and parents must inform the child's class teacher of the arrangement.
- If the person expected to collect the child is not there, the child needs to return to the classroom and inform the class teacher. Class teachers are to make this clear to children and parents/carers to reiterate this to their children.
- If a child is not collected within 10 minutes of the end of the school day or the end of an after school club/event, the child must be accompanied to the office by their teacher/adult. The teacher is still responsible for the child at this point and children must not be left alone in the office area.

- If a teacher cannot supervise the child, e.g. has a meeting after school or a meeting with another parent, supervision of the child may be handed over to the SLT member on duty and they will continue with the procedures below.
- The staff member responsible for the child will attempt to make contact with the child's parent/carer.
- They will continue to attempt to make telephone contact with the child's parents/carers, using the main contact numbers provided. If no contact has been made after 15 minutes of repeated attempts and no-one has arrived to collect the child try any alternative contact numbers.
- A member of staff should remain with the child at all times. If an adult arrives to collect the child, staff should check with the child that the person collecting them is their parent/carer before they are let into school. Children must not let adults into school.
- If a child has not been collected after 30 minutes, a member of SLT must be informed. Efforts to contact the parent/carer by telephone should still be continued.
- If no contact has been made after 45 minutes, a member of SLT/DHT/HT will contact North Yorkshire Council's Children and Families Duty Team, inform them of the situation and ask for advice.
- Advice from the above agencies should be followed.
- In the event that North Yorkshire Council's Children and Families Duty Team cannot be contacted, the Police should be contacted, using the 101 number and advice sought. Police email contact is also available for staff - ask SLT member for details.
- **DO NOT** attempt to take the child home. The child must be collected by a responsible and designated parent/carer.

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, which is 3.20 pm for EYFS and 3.30pm for KS1 and KS2, unless your child is at an after school club.

It is essential that parents/carers provide the school with their current contact details i.e. names, addresses, home, work and mobile telephone numbers. Parents should also provide the school with the current contact details of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency. Should any of these details change, parents/carers should inform the school immediately.

If you are unexpectedly delayed and are unable to collect, or will be late collecting your child from school for any other reason, please contact the school immediately by telephoning 01423 561579.

If you arrange for another adult to collect your child, you must let the school know the details of that person. If that person is not known to us, you will be given a password for the person collecting to give when they arrive at school to collect your child.

If you inform school that you are unable to arrange for another adult to collect your child, you should contact 'Fun Club' to attempt to book your child in with them. (07882 297737). Fun Club will charge for this service. Please note that places may not be available at short notice and that if a space is available at Fun Club, they can only care for your child if your child is already registered with them.

If you do not collect your child at the correct time, and you have not made contact with us, we will make every effort to contact you using the details you have provided. However, if you have not picked up your child after 45 minutes and no contact has been made, school will seek advice from North Yorkshire Council's Children and Families Duty Team.

If there are any concerns about the welfare or capacity of the parent/carer, or of any adult taking responsibility for the child, North Yorkshire Council's Children and Families Duty Team will be contacted.

In the event that the child is in immediate need of protection, the Police, who have emergency protection powers, will be contacted.

Appendix 1

Numbers to contact for advice:

Advice and Referral

For advice please ask to speak to a social worker in the MAST

[NYSCP \(safeguardingchildren.co.uk\)](http://nyscp.safeguardingchildren.co.uk)

Emergency Duty Team

0300 131 2 131

NORTH YORKSHIRE POLICE

101 (Ask for the Serious Crime Team in your area)

Police email contact is also available for staff - ask SLT member for details.

See RKLT Safeguarding and Child Protection Policy