



## **Collection Policy and Procedures**

Last Reviewed: November 2018

Next review: November 2019

Procedure to ensure no child is taken by an unauthorised adult.

- Pre-school and Reception pupils are made ready to leave classrooms at 3.25pm.
- Year 1 and Year 2 pupils are made ready to leave classrooms at 3.35pm.
- All pupils are taken by the class teacher/assistant to the front door where parents should be waiting to meet them. The exit door is not opened until a member of staff is present.
- Year 3, 4, 5 and 6 pupils who finish at 3.50pm wait with a designated teacher at the main entrance.
- No child is allowed to leave the building with an adult unless staff are certain that they are authorised to collect them. No child is allowed home with another child or another person unless the teacher (and office) has been informed by telephone or letter. The person who is collecting them is usually a parent or relative known to staff. In cases where the person is not known then the teacher should be aware that this is the case and a 'password' used to confirm identity and a form of identification needed.
- In case of a parent not informing the school of a different person picking up their child, then the teacher should inform the Head, and the parent/guardian is contacted immediately by phone to confirm the attending adult's identity.

**No child should be allowed to leave with an unauthorised person.**

- Children who are not collected by 4.00pm must wait with the teacher in the Phoenix Club.
- If the school changes arrangements at the end of the day, the new arrangements will be displayed on a noticeboard outside school by 8.30am. The office staff will call each parent concerned and leave a message if unable to contact parents. Children will remain in school and attend Phoenix Club if not collected by 4.00pm.
- 'Late' parents are telephoned if they have not called the school, to ascertain the arrival time.
- The member of staff waits with the child until he/she is collected.
- In the event of a parent failing to pick up their child, the Non-collection Procedure must be followed.
- Staff are made aware of any child whose parents have expressly stated that certain adults should not collect their child.

### **Statement of intent**

In the event that a child is not collected by an authorised adult at the end of a session / day, the setting puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

### **Aim**

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



## Methods

- Parents of children starting at the setting are asked to provide specific contact information which is recorded on our Contact Details Form.
- On occasions when parents are aware that they will not be at home or in their usual place of work, they must inform a member of staff and record how they can be contacted in our Collections Book.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child in our Collection Book. We agree with parents how to verify the identity of the person who is to collect their child. (For a regular arrangement parents will have completed the Contact Details Form, which provides detailed contact information).
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that, in the event that their children are not collected from the school by an authorised adult and the staff can no longer supervise the child on our premises, we apply our child protection procedures as set out in our child protection policy.

If a child is not collected at the end of the session / day, we follow the following procedures:

- The Collection Book is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting, and whose telephone numbers are recorded on the Contact Details Form, are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.
- The child does not leave the premises with anyone other than those named on the Contact Details Form and in the Collection Book.
- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the following procedures:
- We contact our local authority social services department:

Claire Ray Area Safeguarding Adviser (Education) -  
30 Kings Hill Avenue, West Malling, ME19 4AE

Office: 03000 412284  
Mobile: 07920 108828  
[claire.ray@kent.gov.uk](mailto:claire.ray@kent.gov.uk)

Linda Funnell Safeguarding Admin Support (part-time)

Office: 03000 411995  
[linda.funnell@kent.gov.uk](mailto:linda.funnell@kent.gov.uk)

- The child stays at setting in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;



- Social services will aim to find the parent or relative if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file and the Child Protection Register.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.