



St. Michael's School

Late Collection Policy

SCOPE: This policy applies to the whole school, including the Early Years Foundation Stage

POLICY REVIEW

Latest Review	Reason for Review	Reviewed by	Formally adopted by the Governors
November 2019	Cyclical review	J Mobbs	2 nd March 2020

Review Cycle:	3-yearly
Next review:	November 2022

Aims

- To minimise the possibility of late collection
- To establish clear procedures in the event that a child is not collected at the end of the school day
- To follow up the non-collection to minimise the possibility of it happening again.

Minimising the possibility of late collection

The times of the school day are clearly communicated to parents in the Parents' Handbook and in the Year Group Information Booklets. Parents are also informed of the importance of informing the school if there are any changes to their collection arrangements or if they are going to be late. It is equally important that the relevant staff are informed that a parent has notified the school of late collection.

If the school changes the collection time it will notify this clearly to parents and in advance e.g. through the Date List or Newsletter. Children are also to be reminded about this by their Form Teacher.

Procedure to be followed if a child is not collected

If a child is not collected at the end of the school day, it is important to establish with the child what their understanding of the arrangement was. The child may need reassurance if they are worried or concerned.

If it is a Nursery morning only child, he or she should be taken to the Refectory and staff on duty in the Refectory made aware of his/her presence. A member of Nursery staff should carry out steps 1, 3, 4 and 6 below. If it is not possible to contact the parents by 12.30pm, other emergency contact numbers should be tried. If it has still not been possible to contact anyone the child will need to be provided with a drink and something to eat (check food allergies) and should then attend the afternoon Nursery session and, if necessary, After School Care. It is important that the contact numbers are tried regularly throughout the afternoon.

If it is at the end of the school day before After School Care or Activities start, the child should remain in the Glass Corridor until 3.45pm. The form teacher should carry out steps 1-5 below and if the

child has still not been collected by then they should be sent to After School Care. Depending on the situation, the parents may be phoned at this stage.

If a child has been at an activity or After School Care, it will not be clear until about 4.45pm that they have not been collected. The child should remain with the duty teacher whilst he/she carries out steps 1-5 below.

The form teacher or duty teacher should:

1. Check the child's Home/School Link Book or Homework Diary.
2. Check whether they are usually in a club that night and have just forgotten to attend.
3. Check with office staff to see whether a phone call or note has been received.
4. Check that the parent is not waiting at a different entrance.
5. If they have an older sibling, check if they know of a different arrangement for that evening.
6. Call the parent (or ask office staff to do so). Contact numbers are kept in the office and parents are asked regularly to update them. Please ensure that the office staff are aware that you are trying to contact a parent.

If a parent has not arrived by 4.45pm and no notification has been received from them, the Duty teacher hands over to the member of SMT on duty and they carry out step 6. It is important to try the home number, mobile numbers and work numbers. If an answer phone is used, leave a short message to say the day and time, that you are ringing from St. Michael's that you still have X with you and could they please contact the school to confirm his/her collection arrangements for today and that you will try another number for them. . If a child is picked up after 5pm please record this on the InVentry system, giving reason for the late pick-up.

It is important that the child is reassured as they may be getting worried. It is acceptable for them to sit outside the office whilst phone calls are being made but they must be reminded not to open the front door, even if they see someone they know arrive.

If there has been a major incident e.g. in London and many parents may be affected, it is possible that the Local Authority may contact the school to inform us of what temporary arrangements have been made for affected children.

The member of SMT on duty or the Headmaster will continue to try to contact the parents until 5.30pm. If no contact has been made it will be necessary to use other emergency contacts such as grandparents. It is likely that one of these will come and collect the child. If this is so, a message should be left for the parent to tell them that this is where their child is.

If the Headmaster is not present, the Secretary or Headmaster's PA must inform him of the situation; or his Deputy if he is unavailable. If by 6pm it has not been possible to make contact with any parent, relative or any of the emergency contact numbers and there is no indication of why the child has not been picked up, it will be necessary to contact Social Services and explain the situation to them. They will advise on the appropriate subsequent course of action.

Follow-up

Once the situation has been resolved it is important to establish how and why the circumstance arose and to ascertain whether there is anything that the school could reasonably do to avoid a recurrence of this situation. It may be necessary to discuss with the parent steps that they could take to avoid recurrence e.g. ensuring that the school has current contact details etc.

It will also be necessary to review the procedures used to ensure that they worked smoothly and, if necessary, to amend for future incidents.

Reviewed
Next scheduled review

J Mobbs

November 2019
November 2022

Useful contact numbers

Southend Children's Services	01702 534707 or 01702 534506
Southend Local Safeguarding Children's Board	01702 534706
First Contact Team	01702 215007
MASH Team	01702 215007
Emergency Duty Service	0845 6061212
Southend Borough Council	01702 215000
Essex Country Council	0845 6037627
Children's Social Care Team	01702 215007