

Glebelands Primary Academy



SAFE COLLECTION OF CHILDREN AND PROTOCOL FOR CHILDREN NOT COLLECTED

Nov 2025

Statement of Intent

Our children's safety is of paramount importance to us all. We will endeavour to ensure clear and robust procedures for collection are in place, regularly reviewed and clearly shared with staff, parents, carers and pupils. In the event that a child is not collected by an authorised person at the end of the school day/activity the school puts into practice agreed procedures.

Aim

The end of the school day is a busy time and our aim is to ensure children are dismissed carefully, under strict supervision, collected on time and arrive home safely. The aim of this policy is to ensure the safety of children by making sure that the responsibilities and expectations of all parties are clear when it comes to children leaving the school premises.

In the event that a child is not collected by an authorised adult, we will ensure the situation can be resolved as quickly as possible to cause as little distress as possible to the child. We inform parents/carers of our procedures so if they are unavoidably delayed, they will be aware of procedures being followed.

The Authorised Adult

The authorised adult must be a responsible person aged **16 years or over**. The person may be a:

- Parent/carer
- Family member
- Childminder
- Neighbour
- Someone over the age of 16 who has the parent/carer's written permission to collect the child from school. Verbal consent can be accepted in emergency situations.

Children EYFS, Y1, Y2 and Y3 may **NOT** be collected by other brothers or sisters in school. They should be collected by an authorised adult.

Early Years, Key Stage 1 and Year 3 teachers have been instructed **NOT** to release children to siblings from higher in the school and will contact parents/carers to ensure they are collected by an authorised adult. This policy also applies to the collection of children attending after school clubs.

Methods

Parents/carers of children in our school are asked to provide specific information at the beginning of each academic year which is kept in our data file in the office and on Arbor including:

- Home address and telephone number of parents/carers
- Work telephone number (if applicable)
- Mobile telephone number (if applicable)
- Emergency contact details
- Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from the school i.e. childminder, relative
- Information about any person who has been denied legal access to the child
- Information about who has primary responsibility for the child

If there are any changes to any of the above, we ask that the school office is notified immediately and any contact details on Arbor are updated when they change. When there is a change to the end of the day arrangements, we ask that parents inform either the school office or the class teacher as soon as possible.

Safe Collection

School finishes at **3.20pm**. All children will exit via their classroom doors.

If, as a parent or carer of a child in EYFS, Y1, Y2 or Y3, you make arrangements for your child to be collected by another adult, it is important you email the school and inform the staff of these arrangements. Any unknown person collecting children will be challenged by staff and permissions checked with parents/carers. We will also check that children are happy to be handed over to these individuals and that they are known to them. If we do not receive a message directly from you, we will not hand over your child.

Children in EYFS – Y3 are taken to their classroom doors to exit where authorised adults are identified by the teacher/TA in charge of the classroom before the child leaves.

Children in Y4, 5 & 6 also exit from their classroom doors to an authorised adult. Children in Y4, 5 and 6 can leave unaccompanied once permission from the parent/carers has been emailed to the office. This permission must be written permission and not verbal. Teachers will all be made aware of collection arrangements for their pupils. These names are recorded in the office and the class teachers will only allow these pupils to leave the site without an adult. Other pupils will remain with their class teacher until an authorised adult collects them.

Once a child has been handed over to a responsible adult, they are no longer the responsibility of the school. We ask parents/carers to remain vigilant after collecting their child to ensure they leave the school premises safely.

Protocol for Children not collected

Our procedures:

If a child is not collected by a parent/carers after the school day or approved activity, the Headteacher or Designated Safeguarding Lead will be notified. Every effort will then be made to contact the parent/carers, or failing that, the emergency contact.

The School's Designated Safeguarding Lead 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 any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Safeguarding and Child Protection Policy and Procedures.

In the case of a pupil not being collected and the parent/carers not responding to calls made within 1 hour of the usual collection time, the school will ring Children's Social Care on 0345 045 5203, to discuss the concerns. Customer services will take details of the child and steps taken so far by school to contact a parent or emergency contact and then request a social care team is

made aware and contacts the school to provide advice. This will allow Social Care to be aware of the possibility that they may need to make arrangements for the alternative care of the child.

Social Care will give advice and make appropriate checks. Please ensure that you provide a contact number to the Social Worker which can be accessed after the school offices close as the social worker will need to liaise with you. School will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation. Schools need to ensure that the child is kept on school grounds until further action has been agreed with social care.

Social Care may consider a visit to the home necessary to establish the whereabouts of the parents.

If attempts to contact a parent/carer are still unsuccessful, School and Social Care will jointly take responsibility for making arrangements for the child/children. The Social Worker or Headteacher will notify the parents via voicemails and a letter (Appendix A) hand delivered to the home address with the details of who to contact regarding their children's whereabouts.

It should be noted that the Customer Service Centre is open between the hours of 9.00am and 5.00pm Monday to Friday. The Emergency Duty Team (EDT) will be contacted by the Customer Service Centre as needed. Please can schools be aware the EDT telephone number is 01733 234724 should this be needed.

Plans for transporting a child will comply with local arrangements concerning insurance, staff availability out of hours and any relevant information from the school relating to the child's special needs or behavioural difficulties. All occasions when a child or young person requires transport in an emergency must be recorded and reported to a senior manager and the parents.

Any calls made to Social Care via the Customer Service Centre should be followed up in writing within 24 hours, referrals should be made online via the Cambridgeshire and Peterborough Safeguarding Partnership Board.

Repeated Late Collection (within 1 hour time limit)

If a child is not collected by a parent/carer after the school day or approved activity, the Headteacher or Designated Safeguarding Lead will be notified. Every effort will then be made to contact the parent/carer, or failing that, the emergency contact.

If the parent/carer collects repeatedly late from school, but within the 1-hour time limit, we may consider the following:

- Remind parents/carers of the option to use the schools after school provision to accommodate the repeated late collection (and incur any costs as necessary)
- Parents could be offered the use of after school extra-curricular clubs, (and incur any costs as necessary)
- Consider a referral to Early Help – Targeted Support / Social Care to support the family.

Regularly Transported Children

For Primary School children and/or those with special educational needs or disabilities (SEND):
When there is a driver (including with Passenger Assistant) and one child on board:

- The driver should wait for 5 minutes then call the Council's Transport Team for instructions.
- The driver may need to remain at the house for at least another 15 minutes, allowing the Council's Transport Team to try and make contact with parent/carers or arrange for the child to be taken to a place of safety.

When there is a Driver (including with Passenger Assistant) and more than one passenger on board:

- The driver must call the Council's Transport Team.
- A note should be left to inform the parent that the transport will return at a given time.
- The driver should complete the route where appropriate to deliver the other children home and then return to child's address.
- If parent is still not home, the driver should wait a further five minutes and then call the Council's Transport Team again who will try and make contact with parent/carer and school if necessary and provide the driver with further instructions.
- Drivers can contact their Transport Operator to make contact with the Council's Transport Team, if this is preferable.

Contact Information

Cambridgeshire County Council Transport Team

Tel: 0345 045 5208 Email: edtransport@cambridgeshire.gov.uk

Other safety issues

Parents are responsible for ensuring that their children do not access or use any areas of the school site that are prohibited. This includes playing on any outdoor playground equipment such as climbing frames, tyres or climbing walls. This equipment is only permitted to be used by pupils of the correct age during the school day and under appropriate supervision.

For all pupils' safety, no football should be played on the playgrounds before or after school and no pupils should use bikes, skates or scooters etc. on the school site. Dogs should also not be brought onto the school premises.

Major Incidents

If an incident occurs which results in a large number of children not being collected, Social Care will be contacted at the earliest opportunity, because it may be necessary to accommodate the children at a single location until appropriate arrangements can be made. If the nature of the incident is serious, it may be that the arrangements will form part of school's Critical Incident Plan and/or the Local Authority's emergency plan.

Extra-Curricular Clubs Arrangements

If the children are going to an afterschool club, children will make their way through the school to the club. Club teachers will then bring the children to the main entrance to be collected by

an authorised adult. In the winter months, all children will need to be collected from an extracurricular club by an authorised adult. During the summer term, children in Years 4 to 6 may be permitted to walk home alone with parental permission.

After School Club (Glebelands X-tra)

Children are booked into Glebelands X-tra through Arbor accounts. Here, a timeslot will be specified upon booking. Children at after school club will be collected via the green side gate to the left of the main entrance. Glebelands X-tra are contactable via 07752747376. All children must be collected from After School Club by an authorised adult.

Communication

As always, good communication between home and school is vital so please let us know ASAP if there are any changes to your normal drop off and collection routines particularly if you will be late to collect your child at the end of the school day and please remember that it is a parent's responsibility to ensure children travel to and from school safely. Please talk to your children about staying safe.

This policy should be read in conjunction with the 'Protocol for dealing with children not collected from school at the end of the school day/activity'. Failure to comply with this policy may result in a referral to Children's Social Care.

Appendix A

Letter to be hand delivered to the home address with the details of who to contact regarding their children's whereabouts

Dear _____ [Parent/Carer's name]

_____ was not collected from school on _____ [day/date] as we have been unable to contact you or your emergency contact(s).

As a result, in order to safeguard the welfare of your child/ren, the school was obliged to contact Social Care in accordance with the procedure for dealing with children now collected at the end of the school day or school activity.

I hope that the reasons for your child not being collected are not serious.

I would ask that you contact _____ (Social Worker/ Headteacher) on _____ or Children's Social Care on

0345 045 5203 or out of hours on 01733 234724 who will be able to direct your call to the appropriate person.

It will be the intention to return your child to you or an appropriate person at the earliest opportunity.

Yours sincerely,

Social Worker/Headteacher

Appendix B

List of information which may be required by Children's Social Care in the event of a child being referred as not having been collected:

Child's details:

Name

Date of birth

Address

Gender

Ethnicity

Religion

First language

Communication needs/SEND

Behavioural needs

Medical needs

Dietary requirements

* Brief outline of incident

* Name, role and contact details of referrer

* Parent/carer/emergency contact details: name/address(es)/con