



Procedure for Collecting Children

The care, well-being and safety of children is crucial at Finchale Primary School. When starting our school, we ask a child's parent/carer to let us know who may collect the child from school at the end of the day. We ask that parents/carer notify us of any changes to collection arrangements in plenty of time before the end of the school day and, if unsure, school staff will contact the parent/carer to confirm the arrangements for collecting.

If a child is not collected from school this could be for several reasons, the most common of which is unexpected circumstances or misunderstood arrangements where public transport may be running late, or one parent/carer has believed the child is being collected by the other, for example. It is important that in these circumstances the child is not made to feel uncomfortable or blamed in any way for this error.

Not all children need to be collected from school, but it should be clear when this is the case. An online form will be available for parents/carers to give permission for their child in Key Stage 2 to leave the care of school adults alone at the end of the school day. Parents/carers will need to notify school if children are to be collected anywhere other than the school yard. We do not permit children who are younger than Key Stage 2 to leave the school yard without being collected by a suitable adult. When children stay after school to attend clubs it should always be clear to the club organiser what the arrangements are for the child getting home.

WHEN A CHILD IS NOT COLLECTED

- 1) If a child is not collected when they should be, the teacher/club leader responsible for seeing them out will bring them to the school office where they should wait.
- 2) If they have not been collected within 10 minutes of the end of the day or activity, every effort must be made to make contact with the parents/carers to arrange collection.
- 3) If contact has been made with parents/carers the outcome will be shared with the waiting child immediately to reduce anxiety and reassure the child.
- 4) If there is to be a long delay then every effort will be made to ensure the child is given something to do (reading a book, helping tidy in a class, etc.). This will depend on staff availability.
- 5) If a child is not collected by 3.45pm or 15 minutes after the end of the planned activity, the child should be placed in Canterbury Kids Club, if they are registered with this provision, until they are collected or 5.55pm when Canterbury Kids Club ends. **Parents will be charged for this childcare.**
- 6) If the child is not registered with Canterbury Kids Club, then they must stay with the most senior member of staff available until they are collected.
- 7) If a child has not been collected by 5.55pm, the most senior member of teaching staff available will take responsibility for the child and follow the guidance below.
- 8) Pupils should never leave the premises without notifying a member of staff.

WHEN CONTACT CANNOT BE MADE WITH A PARENT/CARER

If following (1) and (2) above contact cannot be made with anyone on the emergency contact list, then staff must persist until the end of their working day. For the Office Manager this will be 4.30pm. The most senior member of teaching staff available should persist until 5.55pm. If contact cannot be made, then it is the responsibility of the most senior member of staff to remain with the child until an appropriate adult arrives to collect the child.

If contact has not been made by 5.55pm then Social Care Direct should be informed and their advice followed. A written record of this advice, along with details of who has given it should be made. If it is recommended that a member of staff drives to the parent/carers home to see if anyone is in, the member of staff may take the child if they have the appropriate level of insurance and use a child car seat (available in the stock cupboard) if appropriate.

Date Reviewed: June 2025

Review Date: Summer 2026