



St. Michael's CE Primary School



Diocese of Salisbury
Academy Trust
'Beyond expectations for all of God's children'

Our five core Christian values

Trust, Honesty, Compassion, Respect and Kindness

are centred on **'Do to others as you would like them to do to you.'(Luke 6:13)**

Through these values we inspire children to be the best they can be. Encouraging high aspirations and expectations that will allow them to achieve, explore, succeed and prepare for their own path through life.

King's Way, Lyme Regis, Dorset, DT7 3DY – Tel: 01297 442623 – E-mail: office@stmichaels.dsat.org.uk

Website state-funded : www.stmichaelslyme.dorset.sch.uk

Failure to Collect Policy

Policy Date: September 2024

Review Date: September 2025

As a parent/carer, it is your responsibility to ensure that your child is collected at the end of the school day. It is essential that parents/carers provide the school with a record of their contact details i.e. names, addresses, home, work and mobile telephone numbers. Parents should also provide the school with the 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.

This document sets out the procedures that would be carried out in the very rare circumstance where a child is not collected from School.

- School finishes at 3.20pm for all children.

It is expected that all children will be collected at these times or at least within 5 minutes.

School

If any parent is aware that they will be slightly late for collection (10-20 minutes) – they should phone the school, notify the staff of their estimated time of arrival and explain the reason for their delay. In normal times staff will take the child to the main school office where the main school staff will look after the child for the short period, however due to the coronavirus pandemic, children will be kept in their classroom and in their bubble.

If you wish another person to collect your child – usual practice should be that this person is well known to the staff and child and will be a person who is already named on your contact details. Parents should notify staff in writing or verbally when dropping off children in the morning. If you make this decision during the school day, please phone the school with the name, description of the person and a password. The school staff will only allow children to go with an adult who can give the password and meets the description.

Password system explained.

To ensure that the children are collected by someone safe and secure, we would firstly ask your child to confirm who the person is and that they are happy to go home with that person. – It will be a VERY rare occasion that the person collecting the child would be unknown to the child.

Extra security will be in the form of a password. This should not be set as a regular password but one given to the person collecting and the staff by the parent for the specific collection day.

e.g. Mrs Lee is stuck at a Doctor's appointment that has lasted longer than expected. Jack Lee needs collecting in 15 mins and she knows she cannot make it. She contacts Jack's auntie who is fairly well known to Jack but has never met the staff. Mrs Lee gives directions for collection and says that the password will be 'tomatoes'. Mrs Lee then contacts school and explains she is stuck at the Doctors but that Jack's Auntie (Lisa Jones – who has blond hair, is in her mid-fifties and wears glasses) will collect him. Mrs Lee tells the staff that the password will be 'tomatoes'. Jack's Auntie comes to collect Jack; she makes herself known to staff who ask her for the password which she gives. Jack, although unsettled by the fact that his Mum is not collecting him, is reassured by the staff's confident explanation and the confirmation that Mummy phoned and said this was alright.

If a child is not collected and the staff have not been notified.

School

- Up to 15 minutes- The staff will look after the child – just in case of an unexpected delay due to traffic etc.
- After 15 minutes –The staff will phone the parent, check where they are and reasons for the delay. If it is clear they are unable to collect for some time staff will ask them to arrange someone else to collect as soon as possible (see above for procedure) or arrange for the child to be looked after at school for an agreed period of time.
- After 20 minutes - Staff will phone other contacts if the parent cannot be contacted and ask them to arrange someone else to collect as soon as possible (see above for procedure) or arrange for the child to be looked after at school for an agreed period of time.
- Up to 1 hour -Staff will repeat phoning until a contact is made. The class teacher will lead this communication in conjunction with the Head Teacher / Deputy Head teacher.
- After 1 hour the staff listed above or the Deputy Designated senior person – will contact Dorset Local Authorities Safeguarding Officers for advice. This may lead on to staff contacting the police and Social Care who would be able to advise further.

Through all of this time the child will be reassured, encouraged to play/read/draw and will be given food and drinks as appropriate to the time of day.

A record will be kept of those times a child is late being collected. If a noticeable pattern is identified then parents may be asked to meet with Head Teacher / Deputy Head Teacher to discuss ways to support child care and prevent further incidents with collection.

It is important that you ensure that we have up to date and enough emergency contacts to ensure that we can always contact someone and send the child to an environment where they will be well looked after in an emergency.