



Collection, Non-Collection and Missing Child Policy

This policy applies to all pupils, including those in the Early Years Foundation Stage (EYFS).

Signed:	
Chair of Trust Board:	Claire Delaney
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Contents

1. Legal framework	3
2. General collection procedure	3
3. After-school club collection procedure	4
4. Late collection procedure	4
5. Recurrence of late collection	4
6. Collecting a child on someone's behalf	4
7. Non-collection procedure	5
8. Missing Child	5
Lost at school	6
Lost whilst off-site (including on sports fixtures)	8
Pupil removed from school premises by unapproved adult	8
Following up an incident	8
9. Monitoring and review	9
Appendix A - Letter to Parents/Guardians: Collecting Pupils from School	10
Appendix B - Non-collection of Pupil Letter Template	12

Collection, Non-Collection and Missing Child Policy

Bellevue Place Education Trust – Our commitment

Learn. Enjoy. Succeed.

Every BPET child and staff member enjoys a broad (LEARN) and enriched (ENJOY) learning experience, enabling them to achieve far greater individual success (SUCCEED) than they might previously have thought possible.

Our Mission

To grow hubs of like-minded, autonomous schools with a strong support network, all of which combine academic rigour with highly enriched opportunities that deliver a personalised approach to education and exceptional outcomes for all.

Our Difference

We are leading the way in delivering high quality education through skills-based and knowledge rich curricula, applying the best of the independent and state sectors to deliver breadth of opportunity and pupil enrichment. We empower all our schools as individual entities that best meet the needs of the communities they serve and have a strong relationship with families, who are our key partners in delivering the vision.

Our Promise

Every child is an individual. Our role is to nurture pupils' potential through a personalised approach to learning. BPET children are happy, independent, confident all-rounders. Our focus is ensuring an exceptional provision for all our children with supportive, accessible learning that enables every child to make progress, including high quality inclusion for children with Special Educational Needs. We encourage a 'be interested and be interesting' attitude in children and staff alike. We don't just teach; we want our pupils to have a passion to learn.

1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Section 175 of the Education Act 2002
- DfE (2023) 'Keeping children safe in education 2023'
- DfE (2018) 'Understanding and dealing with issues relating to parental responsibility'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Child Protection and Safeguarding Policy

2. General collection procedure

Parents will promptly collect pupils at the end of the school day, which is 3:10 – 3:15pm. Parents will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone.

Staff members will supervise the pupils until they have all been collected, accounting for the school's late collection procedure outlined in section 4 of this policy. Sufficient staff to pupil ratios will be met at all times during the collection process.

Pupils will be allowed to travel home on their own as long as the headteacher has been informed of this arrangement by the pupil's parents/ carers, prior to this commencing, in line with the school's Travelling to and from School Alone Policy.

Staff members will not release a pupil if it is felt that the parents/guardians are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety. In these cases, the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility. Under no circumstances will staff members take pupils home themselves.

3. After-school club collection procedure

Most after-school clubs and extra-curricular activities will finish at 4.15pm.

All pupils participating in indoor after-school clubs, will be collected from the main reception area at 4.15pm. All pupils participating in outdoor after-school sports clubs, should be collected from the gate by the ramp, adjacent to the MUGA.

Parents of pupils who have not been collected following an after-school club will be phoned by the club provider.

If parents/carers are late to collect their children on more than one occasion, they may be asked not to attend the club in the future.

4. Late collection procedure

Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child. If a pupil has not been collected at the specified collection time, a staff member will escort them to the school office. If the pupil's parents/guardians cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to try and contact the parents/guardians. If the parents/guardians and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in section 7.

The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

All staff members, including those in charge of after-school activities, will be aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

While awaiting collection, pupils will be supervised outside the main office by a member of staff.

Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents/guardians being late.

5. Recurrence of late collection

The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where parents/guardians are late with no reasonable explanation.

Concerns regarding a pupil's safety and welfare associated with late collection will be dealt with in accordance with the school's Child Protection and Safeguarding Policy.

In the event of recurrence of late collection, a letter will be sent home to the parents/guardians inviting them to a discussion about their circumstances.

Parents will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school's right to enforce a penalty charge.

The school will charge a £15 fine for parents/guardians who are late to collect their child more than three times a term without an explanation that the school considers reasonable.

6. Collecting a child on someone's behalf

The school never releases a pupil into the care of another adult who is not a named emergency contact without the consent of their parents/guardians.

Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents/guardians and the pupil themselves.

The school will not accept a list of people who may collect the pupil as a substitute to parents completing the Change in Regular Collection google form to inform the school.

Pupils may be collected from school by an older sibling if explicit parental permission has been granted to do so.

If parents/guardians wish for their child to be collected by another party who does not have parental responsibility, whether this is a regular occurrence or a single occurrence, they must notify the school in writing via the google form.

In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents/guardians confirming that the arrangement was made at their request. Verbal consent must include a full physical description of the person, unless already known to the school.

A password may be requested to be used by both parties to ensure the identity of the person collecting the pupil is the individual arranged by the parent.

Staff members who are unsure of an adult's identity will ask to see identification. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:

- A staff member will take the pupil to the school office.
- The pupil's parents/guardians will be contacted for further advice.
- A member of the SLT will be made aware of the situation.
- If the pupil's parents/guardians are not contactable, the standard procedure for uncollected pupils will be followed.

Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

7. Non-collection procedure

The school will continue to try and contact the parents/carers and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be kept.

Under no circumstances will staff members go and look for the parents/carers. A staff member will supervise the pupil at all times.

If no contact has been made with the pupil's parents/carers or emergency contacts, and no one has arrived to collect the child within an hour since the original collection time – the end of the school day or at 4.15pm if it was pre-arranged for a pupil to attend a school club – the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

A member of staff will stay with the pupil until children's social care arrives.

Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents/carers.

8. Missing Child

The school endeavours to ensure that no child goes missing and that it has measures in place to minimise the likelihood of this happening by taking the necessary action, should the situation arise.

- The staff maintain the appropriate high level of supervision throughout the day and are aware of the location of the children in their care at all times.
- When on excursions outside the school premises, staff implement strategies to maximise the safety and security of the children in accordance with the school's Health & Safety Policy and Educational Visits Policy.
- Staff undertake regular roll calls and head counts.
All doors and gates are closed during the school day or monitored appropriately when they are open with staff being vigilant regarding movement of children.

The above measures ensure that situations where a child could be lost are very limited. These are:

- Where a child wanders off on an off-site visit
- Where a child goes out of a door or gate left open on the school site
- Where a child is taken from the school site by an unapproved adult

The school has rigorous procedures for pursuing unexplained absences, including the aim to contacting parents/carers by 9.30am if a child has not arrived in school and the reason for absence is not known. This should ensure that staff become aware at the earliest opportunity of any child who may have gone missing on the way to school. In these circumstances, this policy will be followed.

School policies relating to health and safety and welfare, if strictly adhered to, should prevent any of the above occurring. However, should a child become lost, the following action will be taken:

Lost at school procedure

Checklist

- ☐ Get details of the missing child – name, photo, age, class what wearing.

Name of missing child..... Age..... Class.....

What child is wearing..... Photo printed if possible

- ☐ Assign staff member to phone/radio all classrooms and rooms and also Koosa Kidz (if at the end of the day) to alert of missing child.
- ☐ All available school staff to have a phone/radio on them.
- ☐ Agreed sweep of school is coordinated by senior staff following the procedure below:

In the case that the child was last seen on the school site:

1. Follow lockdown procedure- all external gates checked to ensure they are locked. External school building doors checked to ensure they are shut.
2. Sweep of internal spaces to be coordinated with available staff via walkie talkies/portable phones. This sweep includes checking upstairs and downstairs toilets, group rooms, activity studio and hall and any other spaces with room for a child.
3. Sweep of external spaces to be coordinated with available staff via walkie talkies/portable phones. This sweep includes checking the astro area, sensory garden, MUGA and Reception play area and any other spaces within these areas with room for a child.
4. If child is not found on the school site, a senior member of staff to initiate the following procedure:
 - ☐ One member of staff to check school and pavilion car park.
 - ☐ Parents of child to be contacted and informed of the situation
 - ☐ Text to all parents.
 - ☐ Senior member of staff to remain on site to co-ordinate the 'search':

- Available staff to be allocated areas to 'search' for the missing child and informed of the child's home address. (All staff to take mobile phones with them).

Areas to search:

Area	Staff member
Mapledurham Playing Fields	
Blagrove Ln	
Hewett Ave	
Chazey Ave	
Mapledurham Tennis Club	
Knowle Close	
Route to missing child's home – one member of staff to drive to home address via normal route home	

If the child is still not found:

- PHONE POLICE

In the case that the child was last off site for example in a PE lesson on Mapledurham playing fields, the procedure would be:

- 1 Staff off site to radio staff on site reporting a missing child. Assigned staff to go to the location the child was last seen to coordinate a search of the area.
- 2 Available staff onsite to follow lockdown procedure- all external gates checked to ensure they are locked. External school building doors checked to ensure they are shut.
- 3 Sweep of internal spaces to be coordinated with available staff via walkie talkies/portable phones. This sweep includes checking upstairs and downstairs toilets, group rooms, activity studio and hall and any other spaces with room for a child.
- 4 Sweep of external spaces to be coordinated with available staff via walkie talkies/portable phones. This sweep includes checking the astro area, sensory garden, MUGA and Reception play area and any other spaces within these areas with room for a child.
- 5 If child is not found on the school site, a senior member of staff to initiate the following procedure:

- One member of staff to check school and pavilion car park.
- Parents of child to be contacted and informed of the situation
- Text to all parents.
- Senior member of staff to remain on site to co-ordinate the 'search':
- Available staff to be allocated areas to 'search' for the missing child and informed of the child's home address. (All staff to take mobile phones with them).

Areas to search:

Area	Staff member
Mapledurham Playing Fields	
Blagrove Ln	
Hewett Ave	
Chazey Ave	
Mapledurham Tennis Club	
Knowle Close	
Route to missing child's home – one member of staff to drive to home address via normal route home	

If the child cannot be found within fifteen minutes then the police and parents/carers must be informed. If the search moves to this level, the Critical Incident Policy procedure should be invoked. Meanwhile the office will make available a photograph of the child (from database) and their description. Continue to search, opening up the area, keeping in touch via mobile phone. The child must be comforted and reassured when found. The headteacher will consider calling a fire drill to see if the pupil who is not accounted for arrives at the roll call point.

Lost whilst off-site (including on sports fixtures)

If a child is lost on an outing, the member of staff noticing the child missing should alert other members of the party and carry out a roll call/head count.

1. A member of staff (or the whole group if appropriate) should retrace their movements to the last place that the child was seen without compromising the safety and welfare of the other children.
2. Another member of staff should alert the management/security services of the organisation being visited and the School office to let them know the situation.
3. Children on the visit should be asked for any relevant information if appropriate.
4. If the child is not found after fifteen minutes the police will be called and the School will alert the parents/carers.
5. Staff will co-operate with the police and take any action as directed by them.

Pupil removed from school premises by unapproved adult

No child is allowed to leave the school site with an adult other than a parent without permission being received from a parent either by telephone or email no later than half an hour before pick up. *This rule must be rigorously enforced.* In cases where a parent is legally denied access to their child, all staff must be informed in writing of the circumstances together with a photo of the child and, if possible, the parent. This information must be kept confidential and the photo displayed inconspicuously within the room (eg inside a cupboard door that is not accessible by children). The list of relevant staff must be reviewed regularly and written information and photos shredded when it is no longer relevant. If a child is seen (or believed) to be taken from the school site by an unapproved adult, the police and parents/guardians will be immediately informed.

Measures in place to ensure a child does not go missing include:

- Information to staff about challenging unknown persons on the premises and urgently informing the senior leadership team
- Requirement for all visitors to register on arrival with the office, present evidence of identity on their first visit, obtain a visitor's badge and be provided with information regarding safeguarding and the relevant officers
- Boundary security regularly checked by health and safety and maintenance teams.
- Adequate and rigorous supervision of children at all times
- Sufficient staff to maintain ratios appropriate to the venue and the nature of the activity being undertaken
- BPET Collection and non-collection policy for children
- Rigorous risk assessments for trips undertaken within the allocated time scale which have been reviewed by the Education Visits Co-ordinator

Following up an incident

When the situation has been resolved the Headteacher, Deputy Headteacher and rest of SLT, will review the reasons for it happening. This will include:

- Reviewing the incident with the Designated Safeguarding Lead.
- Assessing the effectiveness of risk assessment procedures.
- Taking written statements from and interviewing staff involved.
- Collecting information from any other relevant adult witnesses, including officials from the venue where a child has gone missing off-site.
- Discussion, as appropriate, with pupils.

- Discussion with the parent/s of the child regarding the situation and relevant information as appropriate
- Informing the BPET Central Team to discuss the review and agree any further action.
- If the incident requires reporting to Ofsted, in respect of RIDDOR or any other official body, such action will be taken by the school.
- The incident and effectiveness of subsequent action taken will be reviewed at the next Health and Safety Committee meeting.

SLT will issue advice to staff and pupils and implement any necessary measures to ensure that it does not happen again.

9. Monitoring and review

Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary. This policy will be reviewed every two years.

Appendix A - Letter to Parents: Collecting Pupils from School

Address line one

Address line two

City/town

Postcode

Date

Dear Parents/Carers,

RE: Collecting pupils from school

I would first like to take this opportunity to thank all of you who collect your children promptly from school. We know that this can be challenging with the busy lives that we lead, juggling work and family commitments.

Our school has a Collecting Children from School Policy, which I have included with this letter for parents/carers to review. I am aware that some parents/carers may not be regularly following the procedures that are in place. It is for this reason that I would like to take the opportunity to explain the importance of the aforementioned Policy.

Through this letter, I hope to provide clarification on the school's procedures for collecting your children, and avoid any confusion, inconvenience and frustration in the future. Please can I urge you to read the contents of this letter thoroughly.

At our school, the safety of your children is of the utmost importance to us, which is why we have the following procedures in place.

Running late

If, when coming to pick your child up from school, you are running late, we ask that on each separate occasion you ring the school office on number and inform the school that you are running late and when you can be expected at the school.

If applicable, please also name the person who will be collecting your child on your behalf. The school may ask you for a description of the individual if they are unknown to the school. Additionally, we may request that a password is put in place, for us to ask the individual who comes to collect your child. Pupils will not be released from the school unless staff are completely satisfied that they are safe. When parents/carers are not at the school on time to collect their children, pupils will be kept outside the school office and will be supervised by a member of staff.

Recurring late pick-ups

As our policy states, the length and frequency of late collections are monitored by the school, and any concerns regarding a pupil's safety that may be associated with late pick-ups will be appropriately addressed by the Headteacher and the school's DSL, where applicable.

A record is kept of incidents where parents/carers are late with no reasonable explanation, and the school may charge a £15 fine for parents/carers who are late to collect their child more than three times a term without a reasonable explanation. In addition, the school may send parents/carers a letter inviting them to a discussion about their circumstances and any arrangements that can be made to assist the parents/carers. Following such a meeting, if a child continues to be collected late, the school may make a referral to social care.

Non-collection

It is unfeasible to expect school staff to supervise pupils after the end of the school day. A section pertaining to non-collection can be found in the Collecting Children from School Policy and should be read with care.

A member of staff will supervise the pupil and the school will try to contact parents/carers, and other listed emergency contacts, in the event that a child is uncollected from the school. Under no circumstances will school staff go looking

for parents/carers. If no contact can be made and no specified adult (someone that has been approved to collect the pupil) has come to collect the pupil within an hour of the original collection time, the school will have no alternative but to follow their child protection procedures and contact children's social care or the police.

Collecting a pupil on someone's behalf

The school will never, under any circumstances, allow a pupil to leave the premises with an adult who has not been specified as someone with responsibility for collecting the pupil. If there is a change in who will be coming to collect a pupil, this must be communicated to the school via the change in regular collections form, that can be found on our website <https://www.theheightsprimary.co.uk/parents-forms-and-information>, where details of the person will be asked for, to ensure your child's safety."

The school will not accept a list of people who may collect the pupil as a substitute for calling the school office and informing the school directly of the change in collection or completing the child collection arrangements form by 2pm of the same day.

It should be noted that the school may ask the individual who is collecting the pupil for proof of identification, and they should be ready to provide this.

Finally, please have the same consideration for the above when your child is attending an after-school club – the procedures outlined in this letter and in the included policy are still enforced and should still be followed. In addition, parents/carers are responsible for arranging and ensuring that their child is taken from the school to another club that is held at a different site – teachers will not fulfil this responsibility.

If you have any queries in relation to this letter, please feel free to contact me via the school office.

Please can I ask that all parents/carers ensure that the school holds accurate and up-to-date emergency contact details for their children.

Thank you for your continued support and understanding.

Kind regards,

Karen Edwards



Appendix B - Non-collection of Pupil Letter Template

Address line one

Address line two

City/town

Postcode

Date

RE: Non-collection of pupil

Dear **name of Parent/Guardian**,

As you are aware, name of child was not collected from school on day/date and we were unable to contact you, or the emergency contact, via the details you provided to the school.

I would like to remind you that, in the event of non-collection of a pupil, name of school must work in accordance with child protection procedures. For this reason, children's social care were made aware of the situation on date.

I hope the reasons for the late collection of your child are not serious, but I encourage you that if you are experiencing difficulties collecting your child on time, or arranging transportation for them, please do come in and speak to either myself or your child's teacher and we can discuss ways in which we may be able to help.

Kind regards,

Name

Job role