



## 6-15 Safe Collection and Failure to Collect by Parent/Carer

### Policy

Guildford High School is committed to taking the necessary steps to safeguard and promote the welfare of its pupils and we undertake to look after safely any pupil who is not collected from school at the appointed time.

The school will make every reasonable attempt to contact the parents (or other nominated carer) but if there is no response from any of the contact or emergency numbers provided to the school, the school will contact the Surrey County Council Social Services Emergency Duty Team who will be responsible for making emergency supervision arrangements for the pupil. This may involve contacting the Police.

The school is sympathetic to the parent/guardian of a pupil who, where the circumstances are exceptional, is not collected at the appointed time. However, Guildford High School reserves the right to charge a fee for late collection to cover the additional time worked by our staff.

This policy applies to all members of our school community, including those in our EYFS setting and the school seeks to implement this policy through adherence to the procedures set out in the rest of this document.

In line with our Provision of Information policy, this document is available to all interested parties on our website and on request from Reception and should be read in conjunction with the following documents:

- Child Protection (Safeguarding)
- Missing Pupil Policy
- Supervision Policy
- Crisis Management Policy

Guildford High School is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equal Opportunity Policy document.

This document is reviewed annually by Mike Gibb and Karen Laurie or as events or legislation change requires. The next scheduled date for review is January 2018.

### 1. Key Personnel

- The designated senior person for child protection in the Senior School is Fiona Boulton/Headmistress.
- The designated senior person for child protection in the Junior School is Mike Gibb/Head of Junior School.
- The designated senior person for child protection in the EYFS setting is Mike Gibb/Head of Junior School.
- The deputy Child Protection officers in the Senior School is Karen Laurie/Deputy Head (Pastoral) and in the Junior School Toby Day/ Deputy Head and Dawn Aytoun/Reception Classroom Teacher.
- The Surrey County Council Social Services Emergency Duty Team can be contacted via 01483 517 898.



## Procedures

These procedures are intended to ensure that pupils at Guildford High School are looked after safely in the event that a pupil is not collected at the appointed time. Initial procedures may vary according to the age and maturity of the pupil and the time of day (see sections below), but staff should not take a pupil home with them.

After making every reasonable attempt to contact the parents (or other nominated carer), and if there is no response from any of the contact or emergency numbers provided to the school, the Social Services Emergency Duty Team must be contacted and it is they who will be responsible for making emergency supervision arrangements for the pupil.

A full written report of an incident of an uncollected pupil is always made to the Headmistress and, where appropriate, Ofsted is informed.

### Junior School Collection procedure:

- At 3.05pm Reception and Year 1 pupils are collected from the classroom door by their named responsible adult. At 3.40pm Year 2 pupils, similarly, are collected from the classroom door by their named responsible adult.
- At 3.40pm pupils in Years 3 and 4 are collected from the school front door or from the pick-up bay. At 3.50pm pupils in Years 5 and 6 are collected in the same way. All pupils are the responsibility of their form teacher until collected by their named, responsible adult.
- No pupil should be collected by an adult not named as the person collecting the child that day.
- Pupils attending an after school group or activity are collected by their named, responsible adult from the activity or group venue. The adult conducting the after school group or activity is responsible for the safe collection of pupils in their care.

### Junior School Pupil welfare and safety in the event of failure of collection procedure:

- Reception and Year 1 pupils who are not collected at the end of the school day (3.05pm) will be taken to Late Class until 3.45pm. Pupils can be collected from the Late Class classroom door by their named responsible adult.
- If information is not available from parent/carer or if parent/carer fails to collect by 3.45pm the child is to be taken to After School Care. She is to be reassured and given tea if hungry. Enquiries should be made by Reception, teaching and assistant staff and by ASC team using the emergency number(s) given by parents/carers on entry to the school as to when the pupil is going to be collected. These contact details can be accessed on iSAMS, or in the event of system failure in hard copy from files kept in Reception.
- The Head of Junior School or Deputy Head are to be informed by 4.30pm of any unplanned non-collection of a pupil. Enquiries are to continue to ascertain whereabouts of the responsible adult and emergency carers, as organised by Head of Junior School or Deputy. The pupil not collected is to be given reassurance and access to all care and facilities of ASC. Up until the point the pupil is collected or handed into the care of Social Services they will be cared for by an experienced and qualified practitioner who is known to the child. We will



ensure that the child receives a high standard of care in order to cause as little distress as possible.

- If a child is not collected by 6pm and contact has not been made with the adult responsible, or if no information about the care and collection of the child is available, the child protection liaison officer, Fiona Boulton, or her deputies, Mike Gibb or Karen Laurie, are to be informed. The child must remain in the care of ASC staff until the Head of Junior School or a responsible adult appointed by him or the Deputy Head JS take over this responsibility. The child protection officer, deputy, or junior school staff will take the decision to inform social services after 6pm dependent upon the information available to them.

### **Procedures in case of failure to collect in the Senior School:**

- All pupils in Years 7-11 must be either in an extra-curricular activity or in the Library from 4.30 onwards if they remain on school premises. Sixth Form pupils are not subject to this requirement. All pupils must leave the school site by 6pm.
- If by 6pm a pupil has not been collected (or by the time the caretaking team has finished locking up), she should make her way to the Sports Centre and wait there whilst Sports Centre staff continue to attempt to make contact with the pupil's parents and other emergency contacts. If she has not been collected by 9pm, Sports Centre Reception must call a member of SMT to make them aware of the situation. Depending on the situation, Sports Centre Staff may decide to call SMT before 9pm if a pupil seems especially worried.
- SMT will liaise with one of the Child Protection officers, ideally the Headmistress as Senior Designated Person, who will make the decision about whether to inform Social Services, dependent on the information available to her.

### **Failure to collect after an evening school trip**

- If a pupil has not been collected 30 minutes after a school trip has returned and no parent can be contacted, the teacher responsible i/c must contact the SMT member on call, who will inform the Headmistress and decide what action to take, as above.

### **Failure to Collect after a Critical Incident or during Inclement Weather**

In the event of a major incident or inclement weather with the potential to affect the ability of parents to collect pupils at the appointed time, the Headmistress will make arrangements to keep the school open and provide emergency supervision for pupils who have not been collected from school. The Headmistress, together with SMT, will ensure that enough staff stay on site to ensure adequate ratios for supervision, at all levels, including EYFS. The school's Crisis Management Policy will apply. Decisions to contact Social Services will be made at a time commensurate with the scale of the incident and the number of pupils affected and their age.