



## Failure to Collect (Prep School) Policy

Ref: **LP-MP-006**

Version: **8.8**

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Description: This policy outlines Lingfield College Prep School's approach to caring for children if parents/carers fail to collect them.

### OUR SCHOOL AIMS

- ❖ *To be a safe and trusted foundation for our pupils to achieve their individual academic, social and creative potential.*
- ❖ *To cultivate the skills, knowledge, self-awareness and academic credentials our pupils will need to confidently meet the challenges of our rapidly changing world.*
- ❖ *To instil and nurture a strong sense of social responsibility, integrity and environmental awareness so our pupils positively contribute to a sustainable and just society.*
- ❖ *To guide each pupil in the discovery, delight and development of their individual gifts, talents and character.*
- ❖ *To create and sustain an inclusive and contemporary school culture, where diversity, difference and individuality are recognised and celebrated.*
- ❖ *To prioritise physical and emotional wellbeing across every facet of our school community.*

## 1.0 INTRODUCTION

- 1.1 This policy is in place to clearly state what would happen should a parent or carer fail to collect a child at the appropriate time.
- 1.2 The times for collection during a standard school day are as follows:
  - **Nursery** – 11.30am at the end of the morning session, 12.30pm at the end of lunch, 3.30pm at the end of the afternoon session and 6.00pm with extended care.
  - **Reception** – 3.30pm
  - **Key Stage One** – 3.30pm
  - **Key Stage Two** – 3.45pm
  - **TeaRex** – either 5pm, 5.30pm or 6.30pm.
  - **Clubs** – varying times between 3.50pm and 5pm.
- 1.3 Any changes to these arrangements will be given to parents with as much notice as possible.



## 2.0 PROCEDURE

- 2.1 Children in the Foundation Stage or Key Stage One who have older siblings may wait in a designated 'Late Room' until 3.40pm.
- 2.2 In the event that a child is not collected by an authorised adult we will ensure that the child receives a high standard of care in order to cause as little distress as possible. Where a parent is unable to collect their child, alternative arrangements must be made by the parent.
- 2.3 If a child is not collected on time:
- **After 20 minutes** the Supervisor/member of staff will contact the parent. Should this fail, the pupil's emergency contact numbers (held on iSAMS) will be tried.
  - Under no circumstances are staff to go and look for the parents outside the school grounds, nor do they take the child home with them.
  - If pupils in Reception to Year 6 are not collected from a club on time and the office is closed, the pupil will be taken to TeaRex, the After School Care Session. At other times, where it may take some time for pupils to be collected, pupils may be taken to TeaRex or kept in Nursery at the discretion of the Prep School. Parents will be charged for this.
  - **After 30 minutes** - If staff have been unable to make contact with parents/carers or emergency contacts then the first staff member on the telephone tree will be contacted. If they cannot be contacted or cannot attend, then the second person in the tree will be contacted and so on.
  - **After 60 minutes**, if we have not been able to contact anybody and no onsite resident members of staff are available, then Social Services may be contacted for guidance. Between the hours of 9am and 5pm contact **Surrey Children's Single Point of Access – 0300 470 9100**. Out of hours (between the hours of 5pm and 9am) phone the **Emergency Duty Team on 01483 517898**. **The Head of Prep School/Headmaster must be contacted before phoning Social Services.**
  - During this time, the child will be safely cared for by a member of staff and the member of staff will continue to attempt to contact the parents/carers and emergency contact numbers leaving an appropriate message.
  - If the member of staff cannot stay, then an onsite resident member of staff will be contacted via the telephone tree to stay with the child.
  - A full report of the incident must be recorded for the child's file and sent to the Head of Prep School.
- 2.4 Parents/carers must inform the Prep School/class teacher if someone else is collecting their child. They must then inform the person running the club. We will not let other parents take children without prior written or verbal consent from the child's own registered parent/carer or with a password. A password system is in place for the Holiday Camp and TeaRex & Nursery (the After School Care Sessions). If we are in any doubt, we will contact the parent/carer.

**NOTE: should the Supervisor be unable to carry out the above process another member of staff will do so.**



### **3.0 TELEPHONE TREE:**

- Jacky Shackel
- Christina Hubbard
- Nursery Manager
- Richard Bool
- Ashley Taylor

Last reviewed July 2025

Next review due July 2026