



## Failure to Collect (Prep School) Policy

Ref: **LP-MP-006**

Version: **8.0**

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Document Owner: **Jacky Shackel (Head of Prep School)**

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 foster intellectual curiosity and a love of learning.*
- ❖ *To achieve high academic standards in a supportive but disciplined atmosphere.*
- ❖ *To equip pupils with the skills and knowledge to meet the challenges of our rapidly changing world.*
- ❖ *To instill an enthusiasm in interests and opportunities beyond the classroom.*
- ❖ *To support pupils' development of a sense of justice and an awareness of their rights and responsibilities as global citizens.*

## 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. The times for collection 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 then 5.30 or 6.30 with extended care.
- **Reception** – 3.25pm
- **Key Stage One** – 3.25pm
- **Key Stage Two** – 3.45pm
- **TeaRex** – either 5pm, 5.30pm or 6.30pm.
- **Clubs** – varying times between 3.50pm and 5pm.

## 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 school grounds, nor do they take the child home with them.
- If pupils are not collected from a club on time and the office is closed, the pupil will be taken to TeaRex, the After School Club. At other times, where it may take some time for pupils to be collected, pupils may be taken to TeaRex 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 on 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 Club and TeaRex (the After School Club). 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
- James Walton
- Richard Bool
- Jay Barnes

Last reviewed July 2019

Next review due August 2020