



CUNDALL MANOR SCHOOL

Collection and Non-collection Policy 2026

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DSL

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Guidance

On admission to Cundall Manor School, parents are asked to complete specific information regarding contact information, emergency contact details, and information about those authorised to collect their child from school. Only adults aged 18 or over may collect a child.

The school staff will hand children over only to someone authorised to collect them. The school maintains a list of the adults authorised to collect each child and it is the responsibility of the parents to ensure that this list remains up-to-date and includes the names of any family member, child minder, friends or other school parents whom the parents wish to authorise to collect their child.

Any one-off changes to these arrangements must be communicated to the school electronically or in writing, providing the name, address and telephone number of the person nominated to collect their child. A telephone call cannot normally be accepted in these circumstances. However, this can be accepted in an urgent situation, provided that the call can be verified as genuine.

Parents must inform the school in the event of any circumstances in which someone has a restriction placed on them in respect of legal access to their child.

On occasions when the parents are aware that they will not be at home or at their usual place of work, they are asked to email or write to inform the class teacher or the school office.

In the event that a child is not collected by an authorised adult at the end of a session, the school puts into practice agreed procedures. These ensure that the child is cared for safely by an experienced and qualified member of staff, who is known to the child. The school aims to ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

Procedures

On admission to the school, parents are asked to provide specific home, work and emergency contact information and to ensure that this remains current. When someone other than a parent is nominated to collect a child, the school agrees with the parents on how to verify their identity.

Parents are informed that, if they are not able to collect their child as planned, they must inform the school office without delay so that we can make necessary arrangements to look after their child until an authorised adult arrives. A child who is not collected within 15 minutes of the normal end of their school day will join the school's late-stay/after-school care facility, charges apply for Nursery pupils.

A child who is not collected beyond 18:00pm when the late-stay/after school care facility ends will be taken to the dining room and placed in the care of the boarding staff on duty.

If a child is not collected by the expected time at the end of the school day, the following procedures will be followed

- All information regarding normal collection routines will be checked by the member of staff on duty, school office, Deputy Head, or the Headteacher
- Parents will be contacted, using the contact information provided on admission and as subsequently amended

- Should the school be unsuccessful in contacting the parents, the school will attempt to contact the next person in the child's contact information. All reasonable attempts will be made to contact parents or nominated carers.
- The child will not be allowed to leave the school with anyone other than those for whom the school has received written or electronic authorisation.
- If there is no contact from the parents or nominated carers after an hour, or at the published end of the school's late-stay/after school care facility, the school will apply the procedures for uncollected children.

Procedure for uncollected children

If there are serious concerns that a child has not been collected, the local authority Social Services Department will be contacted.

- The child will stay at school with two members of staff, one of whom will normally be a member of the school's management/leadership team.
- Social services will aim to find the parents or a relative and, if they are unable to do so, the child will be admitted into the care of the local authority
- Staff from the school will not look for the parent, take the child home, or take the child to their own home
- A full report of the incident will be placed on the pupils' file
- If regulations so require, Ofsted/ISI will be informed of the incident
- For instances involving boarding pupils, the Houseparent must be contacted where appropriate.

This policy complies with the Statutory Framework and Practice Guidance for the Early Years Foundation Stage.