NORTH STAR
COMMUNITY TRUST

Kingfisher Hall
ACADEMY

Procedure for the collection and non-collection of children

June 2026

Due for review June 2027

NsctPol / KHA / 0090 / 2606a

Introduction

We have a very strict policy relating to the collection of children.

Kingfisher Hall Academy will dismiss children in line with its own agreed process for the dismissal of pupils at the end of the school day. This applies to school and after-school activities and may vary to reflect the needs of the key stage and site.

Procedure for dismissal of pupils at the end of the school day

Ensuring that pupils are passed into the care of their adults safely at the end of the day is a vital part of keeping our children safe. It is important that staff are fully focussed on ensuring that processes are followed.

Parents and carers will often attempt to speak with staff during the dismissal process and it is important that staff are confident in advising adults to wait until all children are safely dismissed before engaging in conversation with them.

All staff must remain vigilant and must share any concerns around the safety or effectiveness of procedures with SLT immediately.

Where a parent / carer is unable to collect their child and are nominating a friend or relative who is unknown to us to do so on their behalf, the school office must be notified at least 10 minutes in advance. The parent / carer must provide their password to the friend or relative they have nominated. When this nominated person arrives at the school, they will be expected to provide that password or phrase to the member of staff responsible for dismissing pupils that day.

EYFS – Year 2

At the end of the school day adults will be asked to attend the classroom door.

A member of staff will be on duty at the door.

For EYFS and Year 1, a second member of staff will supervise children in an appropriate area of the classroom (usually the carpet area).

The member of staff will identify if the adult is known to staff.

If not recognised the adult will be directed to the office where further checks will be undertaken. Once a recognised adult has been identified the member of staff will call for the child who will be dismissed by the supervising member of staff at the front office.

The member of staff on the door will then dismiss the child into the collecting adult's care.

Year 3 – Year 6

At the end of the school day adults will be asked to attend the playground area nominated for their child's class.

Up to two members of staff may accompany each class to the playground.

A member of staff will identify if the collecting adult is known to staff.

If not recognised the adult will be directed to the office where further checks will be undertaken. Once recognised the member of staff will call for the child, dismiss them into the parent / adult's care, collect the child's name card and mark them off the register as being collected.

Some pupils (particularly those in Year 6) may have permission to walk home alone and these pupils will also be dismissed. Only pupils whose parents have requested this and where this arrangement has been approved by the head teacher should be dismissed in this way.

Afterschool clubs and activities

At the end of any afterschool club and activity pupils will be accompanied by the member of staff that is supervising the activity to the agreed collection point.

If pupils are not collected

Children who have not been collected at the end of the school day or activity will be accompanied to the school office where the member of staff on late duty will attempt to contact their parents. The class teacher / teaching assistant should not leave the child unless contact has been made with parents and sufficient staff are on late duty and able to supervise the children who are waiting.

In the event that we are unable to contact parents, we will follow the **procedure for when children are not collected** below

Our expectation of parents / carers

This policy is in place to protect your child and is reviewed and updated regularly for the Safeguarding of all children in our care.

All persons who collect children **MUST** have their contact and emergency details entered into our database which is stored centrally and managed by the administration of the school.

Whilst we have a duty to maintain this information, it is also the responsibility of the parent / carer to keep this information up to date and notify us of any changes immediately.

All persons who are to collect a child **MUST** be made known to us and only these named persons can collect a child unless a parent / carer has given us in advance, explicit permission for another adult to do so on their behalf (and alternative safeguards such as the use of passwords will be used).

Staff at our academies reserve to right and are encouraged to challenge anyone with whom they are not familiar.

Parents / carers must ensure they are on time or inform the academy if they are going to be late or absent. We acknowledge there may be an extenuating circumstance whereby an occasion of lateness occurs. In this circumstance a telephone call will be acceptable. However, parents / carers will be asked to confirm their child's details and those of the person(s) they have allocated the responsibility to. The collecting authorised person will be asked for the previously set password.

It is the responsibility of the parent /carers to collect a child and to nominate any other persons who support them with this responsibility. However, staff are encouraged to query through official channels any situation where an individual child is felt to be at risk.

Procedure for when children are not collected

We abide by the Enfield Safeguarding Partnership policy which has been developed by Head teachers, Social Service representatives, Police and Education Welfare Services within the Local Authority. https://new.enfield.gov.uk/safeguardingenfield

Lateness

Children who are not collected on time are taken to the main office and signed in by a member of staff. The collecting adult must sign the child / children out and provide a written reason for their delay.

Lateness is monitored and whilst the academy will initially work with parents / carers to address and to discuss any underlying difficulties, if a parent / carer is persistently late in collecting their child from school this will be followed up by a member of the Senior Leadership Team and the Educational Welfare Officer. A letter will be sent to the parent / carer explaining the concerns and the consequences of continued lateness.

Should parents / carers wish to familiarise themselves with our lateness procedures, they are available from each academy upon request. This information advises parents / carers that they should: -

- contact the academy as soon as a delay is predicted;
- make alternative arrangements for their child / children to be collected; and
- notify the academy of the name of the person they are authorising to collect their child / children (and provide the collection password to that person)

If the academy has not been contacted within a reasonable time (which we suggest is at least 10 minutes prior to the end of the school day) a member of staff will try to contact the parent / carer and / or the emergency contact numbers provided.

If the academy is unable to make contact with the parent / carer and if it is appropriate in the circumstances, the child / children will be given a temporary place (if one is available) at an After School Club and charges will be made.

Non collection

If after one hour and after the school has explored all possible methods of contact available to them, a referral will be made to Children's Services. This contact will alert the service that a child may need to be accommodated to await collection by the parent / carer. If the child / children are already known to Social Services the school will contact the allocated social worker.

These actions will be recorded on the child's file for future reference by Children's Social Services or the academy.