Bellevue Place
EDUCATION TRUST

Rutherford House School
LEARN ENJOY SUCCEED

# Collection, Non-Collection and Missing Child Policy

This policy applies to all pupils, including those in the Early Years Foundation Stage (EYFS).

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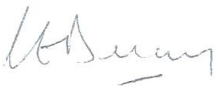
| Signed: |  |
| Chair of Trust Board: | Claire Delaney |
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**Collection, Non-Collection and Missing Child Policy**

**Bellevue Place Education Trust – Our commitment**

**Learn, Enjoy, Succeed**

BPET is a growing family of autonomous schools that strive for excellence for the communities they serve. Our staff are empowered to balance academic rigour and curricular breadth to inspire confidence, creativity and respect. Our pupils are at the heart of everything we do as to LEARN, ENJOY and SUCCEED.

**LEARN**
We offer a breadth and ambition of provision that supports an exceptional academic education, nurturing every child's learning journey – regardless of ability, background or special educational needs – and helping them develop a lifelong passion for learning.

**ENJOY**
We believe learning should be enjoyable, and that through this enjoyment children develop life-long learning habits. We achieve this by creating opportunities for all children to reach their full potential at school, and to enjoy school life – helping to ensure pupils grow into happy, independent and confident learners.

**SUCCEED**
We strive for excellence, aiming to ignite ambition, aspiration, pride and a desire to contribute to society. We prepare our pupils to approach life with confidence, purpose and integrity.

Working together: the BPET way
We achieve far more by learning, supporting and collaborating within and across our network of schools and communities. We do so with an unwavering and shared commitment to equality, diversity, inclusion, and respect.

## 1. Legal framework

This policy has due regard to all relevant legislation and guidance including, but not limited to, the following:

- Section 175 of the Education Act 2002
- DfE (2026) 'Keeping children safe in education 2026'
- DfE (2018) 'Understanding and dealing with issues relating to parental responsibility'

This policy operates in conjunction with the following school policies:

- Health and Safety Policy
- Child Protection and Safeguarding Policy

## 2. General collection procedure

Parents will promptly collect pupils at the end of the school day, which is 3:15pm, from the playground. Parents will be made aware of what is expected of their behaviour when they are collecting pupils, e.g. that the school is a smoke-free zone.

Staff members supervise the playground until all pupils have been collected, accounting for the school's late collection procedure outlined in section 4 of this policy. Sufficient staff to pupil ratios will be met at all times during the collection process.

Pupils will be allowed to travel home on their own as long as the headteacher has been informed of this arrangement by the pupil's parents/ guardians, prior to this commencing, in line with the school's Travelling to and from School Alone Policy.

Staff members will not release a pupil if it is felt that the parents/guardians are not in a fit state to ensure the pupil's safety or if the pupil shows signs of distress or anxiety. In these cases, the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

Pupils will only be permitted to leave the premises with adults who are registered with the school as a person with collection responsibility. Under no circumstances will staff members take pupils home themselves.

## 3. After-school club collection procedure

All after-school clubs and extra-curricular activities will finish at 4:15pm (except wraparound care).

Parents will follow the normal collection procedure, as outlined in section 2, when picking up children from after-school clubs.
Pupils who have not been collected following an after-school club will be escorted to the school's after-school care club.

If parents/guardians are late to collect their children, which results in the pupils attending the after-school care club, parents/guardians will be charged in accordance with the school's Extended Services Policy.

## 4. Late collection procedure

Parents will notify the school at the first possible opportunity if they believe they will be late to collect their child.
The school will allow for a 15-minute window for late arrival. If a pupil has not been collected 15 minutes after the specified collection time, a staff member will escort them to the school's after-school care club before trying to contact the pupil's parents/guardians. If the pupil's parents/guardians cannot be reached via the contact details provided, emergency contacts will be contacted, and the school will continue to try and contact the parents/guardians. If the parents/guardians and emergency contacts cannot be contacted, the non-collection procedure will be followed as outlined in section 7.

The school will hold at least one emergency contact for each pupil and will have more than one where reasonably possible.

The pupil will join the after-school care club, which parents/guardians will be liable to pay the cost for this service.

All staff members, including those in charge of after-school activities, will be aware of the school's internal procedure for late collection and will ensure that the situation is resolved whilst causing as little distress as possible to the pupil.

While awaiting collection, pupils will be supervised at all times, ensuring appropriate staffing ratios are met.
Where appropriate, a staff member will sensitively ask the pupil whether they are aware of any reason that could account for their parents/guardians being late.

## 5. Recurrence of late collection

The length and frequency of late collections are monitored by the school. The school will keep a record of incidents where parents/guardians are late with no reasonable explanation.

Concerns regarding a pupil's safety and welfare associated with late collection will be dealt with in accordance with the school's Child Protection and Safeguarding Policy.

In the event of recurrence of late collection, where no reasonable explanation has been given, a letter will be sent home to the parents/guardians inviting them to a discussion about their circumstances.

Parents will be made aware of the arrangements that may be put in place if they continue to collect their child late, including the school's right to enforce a penalty charge.

The school will charge a £15 fine for parents/guardians who are late to collect their child more than three times a term without a reasonable explanation.

## 6. Collecting a child on someone's behalf

The school never releases a pupil into the care of another adult who is not a named emergency contact without the consent of their parents/guardians.

Social workers are not permitted to collect pupils from the school to attend care review meetings without the prior consent of teachers, foster carers, parents/guardians and the pupil themselves.

The school will not accept a list of people who may collect the pupil as a substitute for calling the school office and informing the school directly of the change in collection.

Pupils may be collected from school by an older sibling if the sibling is aged 16 or older.

If parents/guardians wish for their child to be collected by another party who does not have parental responsibility, whether this is a regular occurrence or a single occurrence, they must notify the school in writing.

In an emergency, verbal consent may be given for an agreed person to take their child home. This will be recorded, and a letter will be sent to the parents/guardians confirming that the arrangement was made at their request. Verbal consent must include a full physical description of the person, unless already known to the school.

A password may be requested to be used by both parties to ensure the identity of the person collecting the pupil is the individual arranged by the parent.

Staff members who are unsure of an adult's identity will ask to see identification. If there is uncertainty about a person's identity following the checking of their identification, the following procedure will be followed:

- A staff member will take the pupil to the school office.
- The pupil's parents/guardians will be contacted for further advice.
- A member of the SLT will be made aware of the situation.
- If the pupil's parents/guardians are not contactable, the standard procedure for uncollected pupils will be followed.

Under no circumstances will a pupil be allowed to leave the school with someone if they are showing signs of distress or anxiety.

## 7. Non-collection procedure

The school will continue to try and contact the parents/guardians and named emergency contacts in the event of a non-collection. A detailed record of the action taken, and the calls made, will be kept.

Under no circumstances will staff members go and look for the parents/guardians. A staff member will supervise the pupil at all times.

If no contact has been made with the pupil's parents/guardians or emergency contacts, and no one has arrived to collect the child within an hour since the original collection time – the end of the school day or at 4.30pm if it was pre-arranged for a pupil to attend a school club – the school's Child Protection and Safeguarding Policy will be followed and children's social care, and the police if appropriate, will be contacted.

A member of staff will stay with the pupil until children's social care arrives.

Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents/guardians.

## 8. Missing Child

The school endeavours to ensure that no child goes missing and that it has measures in place to minimise the likelihood of this happening by taking the necessary action, should the situation arise.

- The staff maintain the appropriate high level of supervision throughout the day and are aware of the location of the children in their care at all times.
- When on excursions outside the school premises, staff implement strategies to maximise the safety and security of the children in accordance with the school's Health & Safety Policy and Educational Visits Policy.
- Staff undertake regular roll calls and head counts.

All doors and gates are closed during the school day or monitored appropriately when they are open with staff being vigilant regarding movement of children.

The above measures ensure that situations where a child could be lost are very limited. These are:

- Where a child wanders off on an off-site visit
- Where a child goes out of a door or gate left open on the school site
- Where a child is taken from the school site by an unapproved adult

The school has rigorous procedures for pursuing unexplained absences, including the aim to contact parents/guardians by 9.30am if a child has not arrived in school and the reason for absence is not known. This should ensure that staff become aware at the earliest opportunity of any child who may have gone missing on the way to school. In these circumstances, this policy will be followed.

School policies relating to health and safety and welfare, if strictly adhered to, should prevent any of the above occurring. However, should a child become lost, the following action will be taken:

### Lost at school

**In EYFS**, alert the office and all members of the EYFS team immediately, and also the Head or Deputy Head, who will make enquiries of relevant members of staff as to when the child was last seen and where, to eliminate any misunderstanding. A member of school office staff will check the signing out book to establish whether the child has been legitimately collected from school.

**In KS1 and KS2**, alert the Headteacher or a member of the senior leadership team immediately. A school mobile phone or walkie-talkie should be collected from the office.

Staff must be vigilant in respect of the safety of the other children with regard to supervision and security.

Ensuring that the remaining children are sufficiently supervised and secure, a member of staff should be sent to search each of the following areas, keeping a calm manner and maintaining contact via mobile phone:

- Each floor of the school, starting in the basement and moving upwards in the building. Check toilets in all areas of the school, other rooms across the school (including office spaces and specialist classrooms).
- A second member of staff should check the playground including EYFS outdoor space, playground and MUGA (including sheds)

If the child cannot be found within fifteen minutes then the police and parents/guardians must be informed. If the search moves to this level, the Critical Incident Policy procedure should be invoked. Meanwhile the office will make available a photograph of the child (from database) and their description. Continue to search, opening up the area, keeping in touch via mobile phone. The child must be comforted and reassured when found. The headteacher will consider calling a fire drill to see if the pupil who is not accounted for arrives at the roll call point.

### Lost whilst off-site (including on sports fixtures)

If a child is lost on an outing, the member of staff noticing the child missing should alert other members of the party and carry out a roll call/head count.

a. A member of staff (or the whole group if appropriate) should retrace their movements to the last place that the child was seen without compromising the safety and welfare of the other children.

b. Another member of staff should alert the management/security services of the organisation being visited and the School office to let them know the situation.
c. Children on the visit should be asked for any relevant information if appropriate.
d. If the child is not found after fifteen minutes the police will be called and the School will alert the parents/guardians.
e. Staff will co-operate with the police and take any action as directed by them.

### Pupil removed from school premises by unapproved adult

No child is allowed to leave the school site with an adult other than a parent without permission being received from a parent either by telephone or email no later than half an hour before pick up. *This rule must be rigorously enforced*. In cases where a parent is legally denied access to their child, all staff must be informed in writing of the circumstances together with a photo of the child and, if possible, the parent. This information must be kept confidential and the photo displayed inconspicuously within the room (e.g. inside a cupboard door that is not accessible by children). The list of relevant staff must be reviewed regularly and written information and photos shredded when it is no longer relevant. If a child is seen (or believed) to be taken from the school site by an unapproved adult, the police and parents/guardians will be immediately informed.

**Measures in place to ensure a child does not go missing include:**

- Information to staff about challenging unknown persons on the premises and urgently informing the senior leadership team
- Requirement for all visitors to register on arrival with the office, present evidence of identity on their first visit, obtain a visitor's badge and be provided with information regarding safeguarding and the relevant officers
- Boundary security is regularly checked by the site management team.
- Adequate and rigorous supervision of children at all times
- Sufficient staff to maintain ratios appropriate to the venue and the nature of the activity being undertaken
- Rigorous risk assessments for trips undertaken within the allocated time scale which have been reviewed by the Education Visits Co-ordinator

### Following up an incident

When the situation has been resolved the Headteacher and SLT will review the reasons for it happening. This will include:

- Reviewing the incident with the Designated Safeguarding Lead.
- Assessing the effectiveness of risk assessment procedures.
- Taking written statements from and interviewing staff involved.
- Collecting information from any other relevant adult witnesses, including officials from the venue where a child has gone missing off-site.
- Discussion, as appropriate, with pupils.
- Discussion with the parent/s of the child regarding the situation and relevant information as appropriate
- Informing the BPET Central Team to discuss the review and agree to any further action.
- If the incident requires reporting to Ofsted, in respect of RIDDOR or any other official body, such action will be taken by the school.
- The incident and effectiveness of subsequent action taken will be reviewed at the next Health and Safety Committee meeting.

SLT will issue advice to staff and pupils, implement any necessary measures to ensure it does not happen again.

### 9. Monitoring and review

Following an event of non-collection, the relevant procedures will be reviewed to ensure they were effective and amended where necessary. This policy will be reviewed every two years.

**Appendix A - Letter to Parents: Collecting Pupils from School**

Address line one
Address line two
City/town
Postcode

Date

Dear Parents/Guardians,

**RE: Collecting pupils from school**

I am writing to you today with regard to pupils who are being collected late from school, who are being collected by other people than those specified, and who are often not collected altogether.

I would first like to take this opportunity to thank those parents/guardians who abide by the school's policy for collecting pupils from school.

Our school has a Collecting Children from School Policy, which I have included with this letter for parents/guardians to review. Despite this, it has come to my attention that some parents/guardians are not following the procedures that are in place. It is for this reason that I would like to take the opportunity to explain the importance of the school's Collecting Children from School Policy and why there is a need for consistent procedures to be established and adhered to.

Through this letter, I hope to provide clarification on the school's procedures for collecting your children, and avoid any confusion, inconvenience and frustration in the future. I urge parents/guardians to read the contents of this letter thoroughly.
At our school, the safety of your children is of the utmost importance to us, which is why we have the following procedures in place.

Running late
If, when coming to pick your child up from school, you are running late, we ask that on each separate occasion you ring the school office on number and inform the school that you are running late and when you can be expected at the school. We also ask that you be mindful of the time at which you notify the school; wherever possible, we ask parents/guardians to notify the school no later than 30 minutes before the specified collect time.

If applicable, please also name the person who will be collecting your child on your behalf. The school may ask you for a description of the individual if they are unknown to the school. Additionally, we may request that a password is put in place, for us to ask the individual who comes to collect your child. Pupils will not be released from the school unless staff are completely satisfied that they are safe. When parents/guardians are not at the school on time to collect their children, pupils will be kept in the school office and will be supervised by their classroom teachers.
Recurring late pick-ups

As our policy states, the length and frequency of late collections are monitored by the school, and any concerns regarding a pupil's safety that may be associated with late pick-ups will be appropriately addressed by the school's DSL, where applicable.

A record is kept of incidents where parents/guardians are late with no reasonable explanation, and the school may charge a £15 fine for parents/guardians who are late to collect their child more than three times a term without a reasonable explanation. In addition, the school may send parents/guardians a letter inviting them to a discussion about their circumstances and any arrangements that can be made to assist the parents/guardians.

Non-collection
It is unfeasible to expect school staff to supervise pupils after the end of the school day. A section pertaining to non-collection can be found in the Collecting Children from School Policy and should be read with care.
A member of staff will supervise the pupil and the school will try to contact parents/guardians, and other listed emergency contacts, in the event that a child is uncollected from the school. Under no circumstances will school staff go looking for parents/guardians. If no contact can be made and no specified adult (someone that has been approved to collect the pupil) has come to collect the pupil within an hour of the original collection time, the school will have no alternative but to follow their child protection procedures and contact children's social care or the police.

Collecting a pupil on someone's behalf
The school will never, under any circumstances, allow a pupil to leave the premises with an adult who has not been specified as someone with responsibility for collecting the pupil. If there is a change in who will be coming to collect a pupil, this must be communicated to the school, where a description of the person and a password will be asked of you, to ensure your child's safety.

The school will not accept a list of people who may collect the pupil as a substitute to calling the school office and informing the school directly of the change in collection. Having a list of potential adults who may or may not be collecting a pupil is a gateway to confusion and inconsistencies, which is where mistakes can be made.
It should also be noted that the school may ask the individual who is collecting the pupil for proof of identification, and they should be ready to provide this.

Finally, please have the same consideration for the above when your child is attending an after-school club – the procedures outlined in this letter and in the included policy are still enforced and should still be followed. In addition, parents/guardians are responsible for arranging and ensuring that their child is taken from the school to another club that is held at a different site – teachers will not fulfil this responsibility.

I understand that sometimes emergencies happen which may make the above procedures seem cumbersome; however, I would like to reassure you that the school has these procedures in place for the sole purpose of protecting the pupils of the school. The whole school appreciates your cooperation with following these procedures and we will be understanding of valid explanations and emergencies.

If you have any queries in relation to this letter, you are welcome to contact myself, name and job title, using contact details. I will, of course, be happy to respond to any queries.

Also included in this letter is a slip which should be completed and handed back to the school office by the end of the week. The slip outlines the emergency contact details for your child. I am asking that parents/guardians complete this slip to ensure that the school holds accurate and up-to-date emergency contact details for all pupils.

Thank you for taking the time to read this letter. I would also like to reiterate my thanks to the vast majority of parents/guardians who follow the school's procedures.
Kind regards,
Name
Headteacher
Signature

**Appendix B - Non-collection of Pupil Letter Template**

Address line one
Address line two
City/town
Postcode

Date

RE: Non-collection of pupil

Dear name of Parent/Guardian,

As you are aware, name of child was not collected from school on day/date and we were unable to contact you, or the emergency contact, via the details you provided to the school.

I would like to remind you that, in the event of non-collection of a pupil, name of school must work in accordance with child protection procedures. For this reason, children's social care were made aware of the situation on date.

I hope the reasons for the late collection of your child are not serious, but I encourage you that if you are experiencing difficulties collecting your child on time, or arranging transportation for them, please do come in and speak to either myself or your child's teacher and we can discuss ways in which we may be able to help.

Kind regards,
Name
Job role