



HOWE GREEN HOUSE

BISHOP'S STORTFORD

NON-COLLECTION OF PUPILS POLICY

ISI Reference	14a
Issue Number	3
This policy is endorsed by	Governing Board and the Co-Headteachers
This policy is owned by	Co-Headteachers
Review Body	Education Committee

Most Recent Revision Date	January 2026
Last Reviewed by Governors	January 2026
Period of Review	Annual
Next Review Date	January 2027
Previous Reviews	4

To be made available	YES
To be on website	YES
Internal staff only	NO
Internal students only	NO
Internal staff and students	YES

Non-Collection of Pupils Policy

Howe Green House School

This Policy also includes the Early Years Foundation Stage and Before and After School Provision

Statement of Intent

The governors and staff of Howe Green House School fully recognise the contribution it makes to safeguarding and promoting the welfare of children. We recognise that all staff, including volunteers, have a full and active part to play in protecting our pupils from harm.

All staff and governors believe that our school should provide a caring, positive, safe and stimulating environment, which promotes the intellectual, social, physical, and moral development of the individual child.

In the event that an authorised adult does not collect a child, we will 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/children will be properly cared for.

Aim

- To ensure the safety and well-being of children.
- To ensure a clear and consistent approach is followed by staff.
- To communicate effectively with parents/carers regarding collection arrangements.

Procedures

- The parents or carers of the children at Howe Green House School and Little Oaks Nursery are required to fill in a registration and entry form prior to starting at the school or nursery, and they are requested to provide specific information including:
 - Home address and telephone number
 - Mobile telephone number
 - Email address
 - Names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from School/Nursery, for example a childminder or grandparent.
 - Compulsory password for collection.
 - Information regarding any person who does not have legal access to the child.
 - Emergency contact details.

- Parents/carers are expected to collect their children promptly at the end of the school day or nursery session.
- On occasions when the parents or the usual authorised person is unable to collect the child, they must ensure the class teacher, nursery staff and/or main office are made aware and have been given the details needed to contact the person that will be collecting their child. This includes their address and telephone number.
- Parents should agree with their child's class teacher/nursery staff how the identification of the person who is to collect their child will be verified.
- In the event of a child being collected by a taxi driver, he or she must give a password, agreed by the parent and teacher, before the child will be released into their care.
- Parents are informed that if they are not able to collect their child as planned, they must inform the school immediately so that arrangements can be made for them to attend After School Care.
- If no contact is made with the school by the parents or carers by 3.50pm or 4:40pm (if a club has been attended) the teacher/nursery staff will
 - Check with the main office for any information about changes to the normal collection routines
 - In Little Oaks, the daily diary is checked for any information about changes to the normal collection routines
 - If no information is available, the parents or carers will be contacted at home or work
 - A member of staff will make arrangements for the child to attend After School Care whilst the child waits for their parent or carer to arrive

Parents are informed that in the event of their child not being collected by an authorised adult and with the staff no longer able to supervise the child on the premises, emergency procedures will be applied as follows:

- Staff will continue to make every effort to contact parents or carers at home or work
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from school and whose telephone numbers are recorded on the registration form and MIS system will be contacted, and the Co-Headteachers or DSL will be informed.
- If this is unsuccessful and staff are no longer able to supervise the child on school premises, the local safeguarding authorities will be contacted and the school will follow the guidelines and procedures requested. This will be initiated after 6:00PM
- A full written report of the incident will be recorded

Late Collection

If a child is collected late, parents will be charged at the rate of £10 for every five minutes after the final collection time of 5:30pm.

The following additional procedures outlined below for Little Oaks Nursery, should be read in conjunction with this policy

1. On occasions when parents are aware that they will not be at home or in their usual place of work, they record how they can be contacted, this will be recorded in the Nursery diary.
2. On occasions when parents or the normally authorised person is unable to collect the child, they record the name of the person who will be collecting their child on our collection sheet, located on our information board and then ensure we have contact details for that person. We agree with parents how the identification of the person who is to collect their child will be verified, e.g. password and possibly a photograph to be emailed to the Nursery.
3. Parents are informed that if they are not able to collect their child as planned; they must inform us so that we can begin to take back-up procedures.

Reviewed by Education Committee of Governing Board.

| Date: January 2026

Chair of Education Committee: Mary Sanders

Co-Headteachers: Paul Bailey and Anna Lipani

| Next Review Date: January 2027