Document Control	
Document Title:	Safe Collection and Failure to Collect
Date of Last Review:	September 2026
Next Review Due:	September 2027
Person Responsible:	Designated Safeguarding Lead

Safe Collection and Failure to Collect by Parent/Carer

Aims and Objectives

Banstead Prep School is committed to taking the necessary steps to safeguard and promote the welfare of its pupils and we undertake to look after safely any pupil who is not collected from school at the appointed time.

The school will make every reasonable attempt to contact the parents (or other nominated carer) but if there is no response from any of the contact or emergency numbers provided to the school, the school will contact the Surrey County Council Social Services Emergency Duty Team who will be responsible for making emergency supervision arrangements for the pupil. This may involve contacting the Police.

The school is sympathetic to the parent/guardian of a pupil who, where the circumstances are exceptional, is not collected at the appointed time. However, Banstead Prep School reserves the right to charge a fee for late collection to cover the additional time worked by our staff. Parents of pupils attending after school care are also asked to provide details of an emergency contact who may collect their child in the event of unforeseen circumstances.

This policy applies to all members of our school community, including those in our EYFS setting and the school seeks to implement this policy through adherence to the procedures set out in the rest of this document.

In line with our Provision of Information policy, this document is available to all interested parties on our website and on request from the School Office and should be read in conjunction with the following documents:

- Safeguarding Policy
- Missing and Uncollected Pupil Policy
- Supervision Policy
- Critical Incident & Lockdown Policy
- Wraparound Care Policy

Banstead Prep School is fully committed to ensuring that the application of this policy is non-discriminatory in line with the UK Equality Act (2010). Further details are available in the school's Equal Opportunity Policy document.

This document is reviewed annually by SLT or as events or legislation change requires. The next scheduled date for review is September 2027.

Key Personnel

- The designated safeguarding lead is Chris Cherry (Assistant Head – Pastoral and Inclusion)
- The Deputy designated safeguarding leads are Jon Chesworth (Headteacher) and Lisa Crook, including responsibility for safeguarding in the EYFS (Deputy Head)
- The Surrey County Council Social Services Emergency Duty Team can be contacted via 01483 517 898.

Procedures

These procedures are intended to ensure that pupils at Banstead Prep School are looked after safely in the event that a pupil is not collected at the appointed time. Initial procedures may vary according to the age and maturity of the pupil and the time of day (see sections below), but staff should not take a pupil home with them.

After making every reasonable attempt to contact the parents (or other nominated carer), and if there is no response from any of the contact or emergency numbers provided to the school, the Social Services Emergency Duty Team must be contacted and it is they who will be responsible for making emergency supervision arrangements for the pupil.

A full written report of an incident of an uncollected pupil is always made to the Headteacher and, where appropriate, Ofsted is informed.

End of School Day Collection procedure:

- Nursery and Pre-school children should be collected by their named, known, responsible adult from the main school gate at 12 noon, 1pm or 3.00pm.
- At 3.15pm Reception are walked to the pick up zones to be collected by their named, known responsible adult.
- At 3.25pm Year 1 and at 3.30pm Year 2 pupils are walked to the pick up zones to be collected by their named, known responsible adult.
- **Nursery and Pre-school Siblings*** are taken to the gate for collection when their parent contacts ASC to inform them they are there to collect.
- **Reception Siblings*** until 3.25pm/3.30pm should wait at the gate for Year 1 and 2 siblings with a member of staff. For children with siblings in Y3 or above collection is at the same time and with the older sibling in the designated pick up zone.
- **Pre Prep Siblings*** with siblings in Y3 or above should be collected at the same time and with the older sibling at the designated pick up zone.
- **Prep Siblings – Y3-5**** should be collected with the older sibling at the designated pick up zone.

Banstead Prep School is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB. Tel: 01832 864 444

- At 3.50pm (Year 3), 3.55pm (Year 4), 4.00pm(Year 5) or 4.05pm(Year 6) pupils in Years 3 to 6 to be walked to the pick up zones by the teacher in charge of the class at the end of the day where they will be collected by their named, known, responsible adult.
- All pupils, in all year groups, are the responsibility of their Form Teacher/Subject Teacher of the last lesson of the day until collected by their named, known, responsible adult.
- No pupil should be collected by an adult not named or known to the school as the person collecting the child that day. Adults permitted to collect children are recorded for each child on their iSams core record (These are named, known responsible adults). In an emergency situation when a permitted adult is not available to collect a child a parent must contact the School Office with as much notice as possible and provide the full details of the person responsible for collecting the child that day. A password should be agreed between the School Office and Parent(s) to ensure a child is only handed over to the correct adult at the end of the school day in these emergency circumstances. It is the parents responsibility to make sure the adult collecting in an emergency situation is made aware of the password and that they will be requested to provide this to the teacher handing over the child at the end of the school day.
- Pupils attending a co-curricular club are taken to the school hall by their form teacher or the teacher who is dismissing their class at the end of the day. They are met in the hall by a member of SLT who will wait with the children until the club provider (internal or external) arrives and takes a register of the children expected at their club.
- Pupils attending a Pre-Prep co-curricular club will be walked to their club pick up zone, children attending a Prep co-curricular club will be walked to the front gate at the end of the club. All to be collected by their named, responsible adult. The adult conducting the co-curricular club is responsible for the safe collection of pupils in their care. (All children attending a co-curricular club will be booked onto the club on SOCS and a register of their attendance taken).
- Pre-Prep and Y3 and 4 pupils attending After School Care will be escorted by their responsible adult (school staff or club provider) and signed into After School Care. Children in Year 5 and 6 may walk to After School Care (White Cottage) once their responsible adult has checked they are on the register for ASC, if they are not they must be accompanied to ASC to ensure they are correctly signed in.

** Sibling Club refers to the care offered to EYFS & Pre-Prep Children between 3.00pm to 4.00pm. This care is solely for pupils whose parents are collecting older siblings. It cannot be used by children who do not have an older sibling. This does not apply when older siblings are attending co-curricular clubs or after school care.*

***Y3 children with older siblings will be allowed to wait with their responsible class teacher or another nominated member of school staff in the School Office until the usual school dismissal time of their elder sibling. Parents wanting to use this*

Banstead Prep School is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB. Tel: 01832 864 444

sibling care arrangement must have notified the school in advance. This does not apply when older siblings are attending co-curricular clubs or after school care.

Welfare and safety in the event of failure of collection procedure:

- All pupils who are not collected at the end of the school day (including any attending extra curricular clubs) will be taken to the office who will make checks to establish what next.

- If information is not available from parent/carer or if parent/carer fails to collect by their school collection time the child will be taken to the office and checks will be made to establish what next. He/she is to be reassured. Enquiries should be made by the School Office, teaching and learning assistant staff using the emergency number(s) given by parents/carers on entry to the school as to when the pupil is going to be collected. These contact details can be accessed on iSAMS, or in the event of system failure in hard copy from files kept in the School Office.

- The After School Care Manager is to be informed by 3.45pm for Pre Prep and 4.15pm for Prep children of any unplanned non-collection of a pupil. Enquiries are to continue to ascertain the whereabouts of the responsible adult and emergency carers. The pupil not collected is to be given reassurance and access to all care and facilities of ASC. Up until the point the pupil is collected or handed into the care of Social Services they will be cared for by an experienced and qualified practitioner who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

- If a child is not collected by 6pm, or 5pm on a Friday, and contact has <u>not</u> been possible with the adult responsible, or if no information about the care and collection of the child is available, the designated safeguarding lead, Chris Cherry
- , or deputies, Lisa Crook or Jon Chesworth, are to be informed. The child must remain in the care of ASC staff until the SLT member on duty or a responsible appointed adult take over this responsibility. The designated safeguarding lead, or deputy designated safeguarding leads will take the decision to inform social services after 6pm dependent upon the information available to them.

Failure to collect after an evening school trip

- If a pupil has not been collected 15 minutes after a school trip has returned and no parent can be contacted, the teacher responsible in charge must contact the SLT member on call, who will inform the Headteacher and decide what action to take, as above.

Banstead Prep School is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB. Tel: 01832 864 444

Failure to Collect after a Critical Incident or during Inclement Weather

In the event of a major incident or inclement weather with the potential to affect the ability of parents to collect pupils at the appointed time, the Headteacher will make arrangements to keep the school open and provide emergency supervision for pupils who have not been collected from school. The Headteacher, together with SLT, will ensure that enough staff stay on site to ensure adequate ratios for supervision, at all levels, including EYFS. The school's Critical Incident Policy will apply. Decisions to contact Social Services will be made at a time commensurate with the scale of the incident and the number of pupils affected and their age.

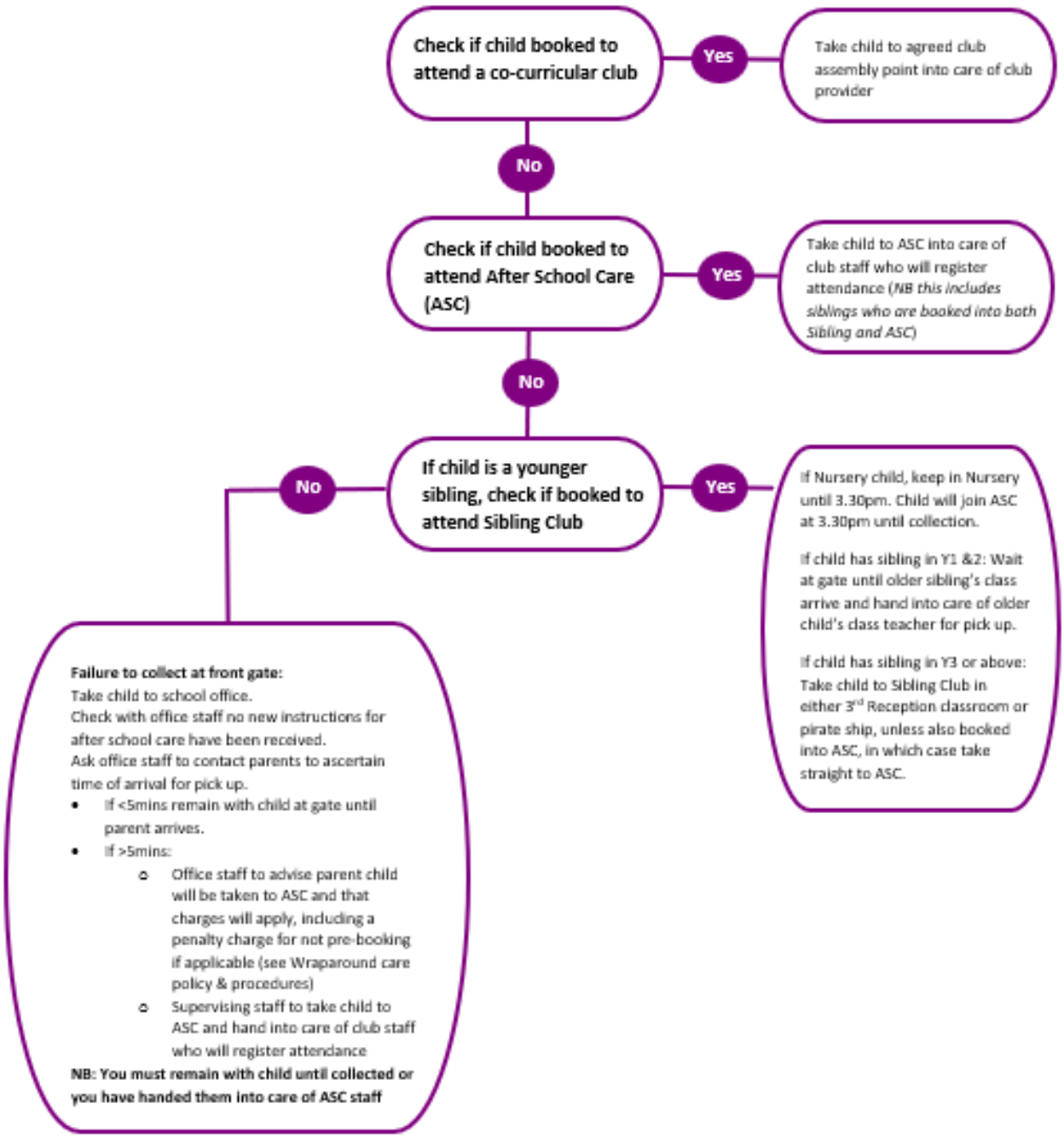
Banstead Prep School is part of United Learning. United Learning comprises: UCST (Registered in England No: 2780748. Charity No. 1016538) and ULT (Registered in England No. 4439859. An Exempt Charity). Companies limited by guarantee. VAT number 834 8515 12. Registered address: United Learning, Worldwide House, Thorpe Wood, Peterborough, PE3 6SB. Tel: 01832 864 444

Appendix 1 – Safe Collection Pre-Prep

Safe Collection Procedures – Pre-Prep

BANSTEAD PREPARATORY SCHOOL

If a child is not collected at the school gate, please follow the instructions below:

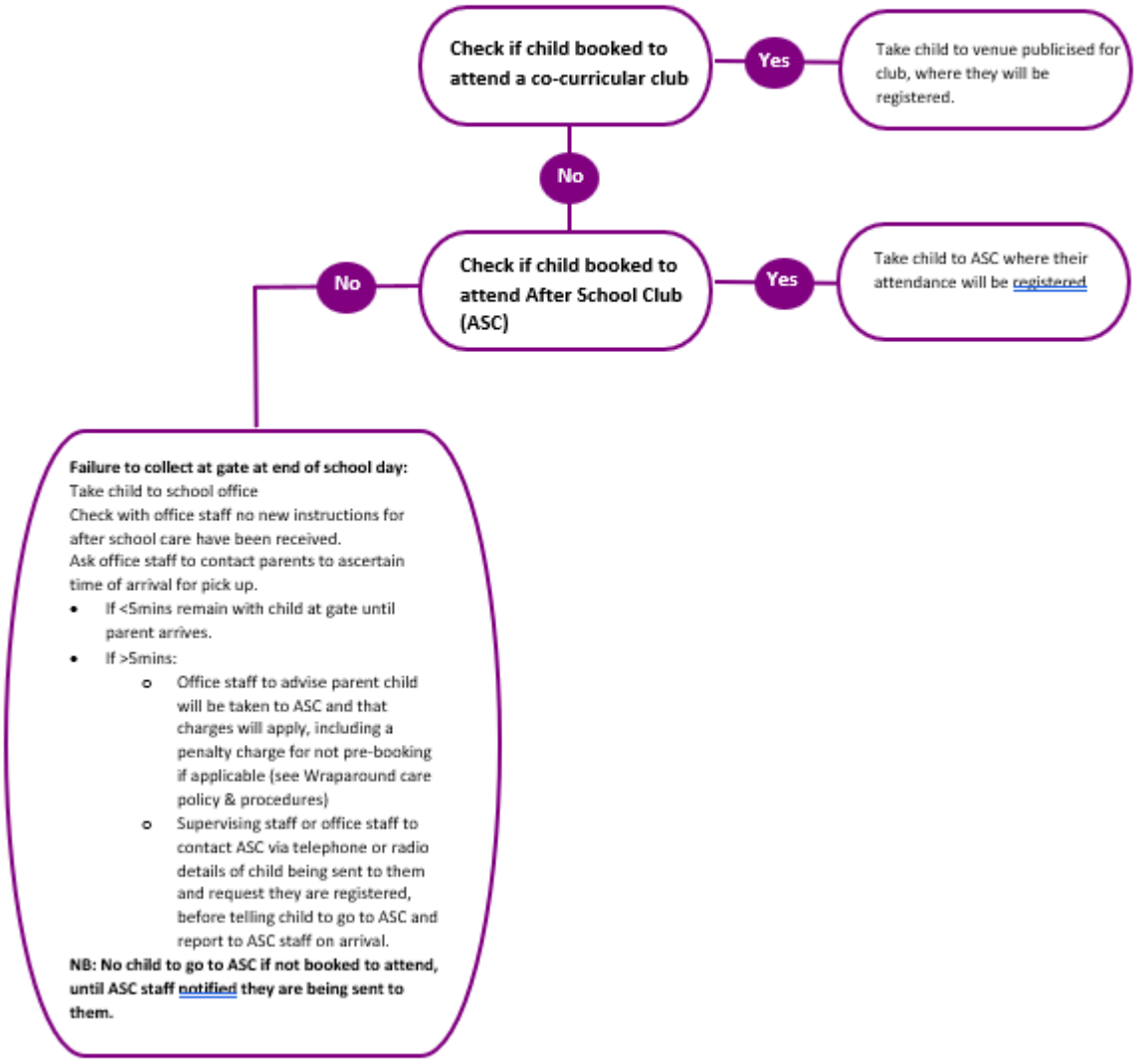


Last Revised: September 2026

Appendix 2 – Safe Collection Prep

Safe Collection Procedures – Prep

If a child is not collected at the school gate, please follow the instructions below:



Last Revised: 22 September 2023

Appendix 3 – Safe Collection Clubs

