

Uncollected Child Policy

Status	Non Statutory
Version	5
Responsible Directors' Board	Education and Standards Committee
Responsible Persons	Head of Safeguarding and Inclusion
Date Policy Reviewed	August 2025
Next Review Date	August 2026
Academy to implement without Amendment, using appendix when required	

Summary of Changes from Previous Version

Version	Date	Author	Summary of Updates
V1	April 2022	L Burton	All – new policy
V2	04/04/2023	Dawn Slater	<ul style="list-style-type: none"> • Updated to new policy format • 2. Procedures. Added “at least one other adult” • 4. Stage 2 Procedures. Reworded • 5. Reporting. Added wording relating to DSL monitoring incidents
V3	23/05/2023	Dawn Slater	<p>Updated to reflect secondary relevance:</p> <ul style="list-style-type: none"> • 1. Introduction. Added reference to secondary phase. • 2. Procedures. Password system only to apply to primary phase children. • 6. Repeated Incidents. Suggest contingency plan for collection of child/ren for instances of short notice cancellation of after school clubs.
V4	13/05/2024	Matt Copestick	<ul style="list-style-type: none"> • Change of policy owner to current Strategic Safeguarding Leader • Section 1 – Introduction. SEN updated to Special Educational Needs or Disability (SEND)
V5	August 2025	Head of Safeguarding and Inclusion	<p>Introduction – ‘their child/children will be properly cared for by an experienced and qualified practitioner who is known to their child/ren’ changed to ‘their child/children will be properly cared for by an appropriate member of staff’</p> <p>Stage 1 Procedures – staff ratio changed from 2 to 1</p> <p>Stage 2 Procedures – addition of the contact phone number for the Multi Agency Safeguarding Hub (MASH)</p>



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Introduction

The purpose of this policy is to ensure that the safety, well-being and protection of our pupils is paramount across all educational stages.

We understand that on occasions, parents/carers will be unavoidably delayed and unable to collect their child/children at the end of the school day. This policy sets out to reassure parents/carers, that in the event of this happening their child/children will be properly cared for by an appropriate member of staff so that there is minimum distress to the child/children.

The majority of our secondary students will travel independently to and from school, either on foot or via public transport as they develop their independence in preparation for adulthood. However, for a minority of these students, there may need to be additional measures in place due to Special Educational Needs or Disabilities (SEND) or Safety Plans and this policy will then come into place.

Procedures

Parents/Carers of children at the Academy are asked to provide the following information which is recorded in our school data management system:

- Home address and telephone number
- Place of work, address and telephone number
- Mobile phone number
- Name, address and telephone number of at least one other adult who is authorised by the parent/carer to collect their child from school, for example, childminder or grandparent
- Details of who has parental responsibility for the child
- Information about any person who does not have legal access to the child

Parents /carers have a legal duty to ensure that this information is kept up to date and to notify the academy immediately of any changes to the information held on our school records.

On occasions when parents/carers, or the persons normally authorised to collect the child/ren from school, is unable to do so, parents/carers must provide us with details of the name, address and telephone number of the person who will be collecting their child/ren.

For children in the primary phase, we agree with parents to have a password system in place to verify the identity of the person who is to collect the child/ren when they arrive at school.

In the event of a child/ren not being collected from school within 15 minutes of the end of the school day our uncollected child procedures will be implemented.



Stage 1 Procedures

Where possible, the uncollected child/children will be placed in an after-school club to ensure that they are occupied and not worried or distressed by the situation. If no after school provision is available, the child/children will be supervised an appropriate member of staff.

Staff will try to contact parents/carers on all work or home numbers recorded in the pupil's details on the pupil data management system.

If this is unsuccessful, staff will contact all adults who are recorded as authorised by the parents to collect their child/ren from the academy.

Staff will inform the academy Designated Safeguarding Lead (DSL) that the procedures for an uncollected child are being implemented.

The Designated Safeguarding Lead will support staff dealing with the situation where required.

Staff will record all details of the attempts to contact parents/carers or authorised adults, including time of the calls, number of attempts to make contact, details of any answerphone messages left and any other information that may be relevant to the situation.

Staff will make all reasonable attempts to contact parents/carers and any persons authorised to collect the child/ren before moving to stage 2 of the procedures.

If all attempts to contact the parents/carers or authorised persons have failed and the child/ren has not been collected one hour after the end of the school day, the second stage of the procedures will be implemented.

Stage 2 Procedures

If there is no response from the parents'/carers' contact numbers or the authorised persons numbers within a one-hour period or when the premises are closing, the DSL/Principal will contact the Children's Social Care Duty Officer via the Multi Agency Safeguarding Hub (MASH) – 01302 737777. Social Care will make emergency arrangements for the child/ren; will arrange for a visit to be made to the child/ren's house and will check with the Police. Staff will make a full written report of the incident.

Staff will undertake to look after the child/ren safely throughout the time that they remain under our care, until such a time as they have been collected by a parent/carer or person nominated by the parent/carer, or until appropriate alternative care arrangements have been made with Social Care and/or the Police in order to give priority to the child/ren's safety.

Staff will **not** undertake either to take the child/ren to their own house, or to the member of staff's own home.



Reporting

A full written report of the incident will be produced by the lead member of staff dealing with the uncollected child/ren. The report will be recorded in the child/ren's file on CPOMS.

The report will be copied to the Designated Safeguarding Lead.

The DSL will monitor incidents where parents/carers do not collect a child/ren from school or are late for no explained or good reason, or where there are repeated incidents.

If any concerns about the child/ren's safety and welfare result, these will be dealt with in accordance with the Academy's Safeguarding and Child Protection Policy.

Repeated Incidents

In the event of a parent/carer failing to ensure their child/ren is collected at the end of the school day on more than three occasions in an academic year, the parent/carer will be asked to attend a meeting with the Designated Safeguarding Lead.

The purpose of the meeting will be to discuss what is preventing the parents/carers or authorised persons from collecting the child/ren and to look for solutions to prevent the situation from recurring. Options may be the identification of additional responsible adults that can collect the child/ren, registering the child/ren for after school clubs (with a contingency plan in the event of short notice cancellation) or allowing the child/ren to walk home alone, (if in Year 6 Primary and above).

Parents/carers will be advised that if the situation remains ongoing, a safeguarding referral may be made to Children's Social Care.

Parents/carers will be informed that the academy reserves the right to charge parents/carers for the additional hours worked by our staff when a child/ren is not collected from school at the agreed time.

Policy reviewed August 2025

Signed: CEO:

Signed: Chair of Directors:

Policy to be reviewed: August 2026