Uncollected Children Policy

PERSON RESPONSIBLE FOR POLICY:	**D. DUKES**
REVIEWED:	**DATE: NOVEMBER 2026**
TO BE REVIEWED:	**2 YEARS**

This policy has been adopted to support the welfare and safety of the children attending Adwick Primary School.

It is the duty of Adwick Primary School to ensure every child is safely collected by a parent, carer or designated adult, at the end of the school day or after the child's attendance at an after school club. In the event that a child is not collected, the school will follow this agreed procedure:

- If a child is not collected by a parent, carer or designated adult within 20 minutes of the agreed collection time, the principal or a senior member of staff will be informed.
- A nominated member of staff will then call the parent, carer or designated adult, along with any other emergency contact details, to ascertain the reason for delay and how long it is likely to last before the child will be collected. Messages will always be left on an answering machine asking for a prompt reply.
- If no contact is established, the child will stay with at least two members of staff who will offer them the necessary support and reassurance required. The child will be placed in the Phoenix Club, until collected.
- Continuous efforts will be made by a nominated member of staff to make contact with the parent, carer or designated adult. If by 4.00pm (Mon-Thurs) and 3.15pm (Friday) no contact has been made, the school will contact the Local Authority (LA) Social Services on 01302 737777 or Out of Hours 01302 796000
- In the event that responsibility of the child is then passed to the LA Social Services, a nominated member of staff will again try to contact the parent, carer or designated adult, leaving a recorded message where possible, explaining the action taken.
- Under no circumstances will a child be taken to a staff member's home, or be allowed to leave in the care of another parent (unless permission from the child's parent/ carer has been given).
- The child will remain in the care of school until they are collected by a parent, carer, designated adult or Social Services. In the event that parents or carers who usually pick the child up are unable to do so, the parent must advise the school how to identify the new person who is to collect their child, e.g. by physical description or a pre-determined password.
- Incidents of late collection will be recorded by the School Business Manager or by the Designated Safeguarding Lead/Deputy Designated Safeguarding Lead on CPOMS. The nominated member of staff will pass this information to the School Business Manager/DSL/DDSL to record.
- Continuous incidents of late collection will be recorded and discussed with parents/carers as soon at the earliest opportunity. Parents will need to pay the session fee for the Phoenix after school club if continuous incidents of late collection occur.

This procedure will be available for parents/carers to see on the school's website, so that if they are unavoidably late they will be reassured their child is safe at school in the care of a responsible adult.

Links to other policies & procedures

- Safeguarding children
- Health and Safety