



Shotton Hall Primary School

Working together to

S H I N E

Successful, Happy, Inspired and Nurtured towards Excellence

Non-Collection of Children Policy

Next Review: Sept 2025

Ratified by the governing body on 26.02.24

Aim

This policy is in place to clearly state what would happen should a parent or carer fail to collect a child at the appropriate time.

In the event that a child is not collected by an authorised adult at the end of a session/day or after school club, the school puts into practice procedures which ensure the child is cared for safely until he/she is collected.

We recognise that non collection at the expected time often causes significant distress to pupils. Parents will be informed of the procedure so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Method

Parents of children starting school are asked to provide specific information which is recorded on the Registration Form, including:

- home address and telephone number;
- place of work, address and telephone number;
- mobile telephone number;
- names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child, for example a childminder or grandparent;
- information about any person who does not have legal access to the child; and
- who has parental responsibility for the child

We are aware that as a school we are required to hold more than one emergency contact number for each child (KCSIE)

Procedure

In the event that a child is not collected by an authorised adult we will follow this procedure:

- After 15 minutes the school will contact the parent by phone. Should this fail the three emergency contact numbers will be tried in rank order as given by the parent.
- Where a parent/carer is in a crisis situation and is unable to collect an agreement will be made with the most senior manager on site or late duty officer regarding holding the child or releasing to an agreed family member or friend.
- Under no circumstances will the child be released to anyone without the agreement of the parent/carer- a password may be used.
- Under no circumstances are staff to go and look for the parents nor do they ever take the child off site including taking them home with them.
- Attempts to contact the parents and emergency contact numbers will continue leaving an appropriate message.
- During this time, the child will be cared for by the late duty officer. School will be kept open until the matter is resolved. Additional hours of school opening will be reported to OCS by the head teacher.
- If after 60 minutes no contact has been possible with any listed numbers then First Contact will be called.
- A full report of the incident will be recorded on the CPOMS system and reported to the next Behaviour and Safety Committee of the governing body.
- Where the concern is more serious and the child is considered at risk, it will be reported to the Chair of Governors/designated safeguarding governor immediately.
- If a child is persistently collected late then a meeting with parents/carers may be arranged.
- It is recognised that persistent late collection may be an indicator of neglect and therefore a referral must be made.
- The case may also be referred to the police as an ongoing concern. This will be the decision of the head teacher.