

POLICY FOR CHILDREN NOT COLLECTED FROM SCHOOL



Policy review dates and changes

Review date	By whom	Summary of changes made	Date ratified by governors/trustees	Date implemented
September 2025	MJ	Changes around timings in procedure section.	23.09.25	23.09.25

Section 175 Education Act 2002 places a duty on Local Authorities and Governing Bodies of Schools, to make arrangements to ensure that their functions are carried out with a view to safeguarding and promoting the welfare of children. A similar duty is placed on proprietors of independent schools. This duty should include having arrangements for dealing with children not collected at the end of the school day, or following an authorised school activity where the Governing Body or Proprietor retains responsibility for use of the school premises.

Parkview Primary School

Protocol for dealing with children not collected from school at the end of the school day or school activity, when school have received no information from parents/carers.

Parkview Primary School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity. This protocol explains those arrangements.

Parents/carers of pupils at this school will be made aware of this protocol when their child first starts at the school during induction meetings. School staff will also be aware of this protocol.

It is essential that parents provide the school with a record of their contact details i.e. names(s), address(es), home, work and mobile phone numbers (of both parents/carers). Parents/carers should also provide the school with contact details of at least two other relatives/carers who could be called when the parent/carer cannot be contacted or in the event of an emergency. The school will endeavour to keep this record up to date, and it is therefore important that parents notify the school of any changes in these contact details.

The school agrees to care for the pupil who has not been collected until such times as he/she is collected by a parent/carer, or appropriate alternative arrangements have been made with the children and young people's department duty social care team to ensure the child's safety.

This is designed to minimise the emotional effect on a child if such instances may occur; the child should feel more secure in the familiar surroundings of the school and will also be known to the school staff.

The school's designated child protection co-ordinator will keep a record of incidents where parents/carers do not collect a child from school, are late in doing so for no good reason, or where this is a repeat occurrence. Any child welfare concerns arising out of such incidents will be dealt with in accordance with the school's child protection procedures.

Procedure

In the event that a child is not collected by a parent/carer, this will be brought to the attention of the Headteacher or other SLT member. The Head teacher or office team will then make every effort to contact the parent, carer or named alternative carer. The child will be supervised by school staff until 4pm.

If a child has not been collected by 4pm but the parent is on their way to collect the child, the child will attend First Friends after school club and the parents will be charged as necessary (unless exceptional circumstances apply).

If the child has not been collected after 30 minutes past the end of the school day, and a parent/carer cannot be contacted, the Head teacher/ child protection co-ordinator should alert the social care duty team and have this information available:

- Brief circumstances of the incident
- Child's details
- Name(s)

- Date of birth
- Address
- Details of parents/carers contact arrangements
- Details of alternative carers contact arrangements
- Gender
- Ethnicity
- Religion
- Language spoken
- SEN/behavioural needs/medical issues
- Special dietary needs
- Other agency involvement
- Previous or current social care involvement
- Any previous incidents of not being collected from school.

It is also important that schools inform the duty officers what steps have already been taken to contact parents/carers and alternative carers.

If it is feasible a member of the school staff should visit the family home and request the parent/carer to collect the child from school (School staff must not escort children to their homes)

If after 4.30pm the child has not been collected despite ongoing efforts by school-based staff, the Headteacher/child protection co-ordinator will again inform the social care duty team. The social care duty team will then agree what action will be taken, and the responsibility will then be transferred to the social care duty team; however it is still expected that schools will continue to try to contact the parents/carers or alternative carers in a parallel process with the duty team.

Social care duty teams will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If there are concerns about the welfare of the parent/carer, the duty social care team will ask the local police to visit the home address.

If an appropriate relative or carer is located from the emergency contact list, he/she will be asked to ensure the child is collected from the school. If there are genuine reasons for the relative or carer being unable to do this, social care staff will liaise with school about arrangements for the child to be collected and taken to the new address.

If attempts to contact a parent or alternative carer are unsuccessful, it is in the best interest of the child to remain in the school as long as possible. Social care staff will arrange for the child to be collected and taken to a place of safety; they will notify the school of the child's placement and provide contact details where appropriate.

Plans for transporting the child will be agreed by the school and social care officers.

Regularly Transported Children

Where arrangements are in place for a child to be transported home from school, and there is no response at the home address, the driver/escort should immediately inform the school. If other children have to be taken home, the child will remain in the vehicle whilst this is done. The

driver/escort will leave the school's contact details at the child's address and ask the parent/carer to immediately contact the school.

Unless otherwise directed the driver should then return the child to the school.

In the meantime school will liaise with the social care duty teams for the area that the child resides to try and contact the parents/carers or alternative carers. School should try to maintain the child in school whilst the social care duty team look for alternative provision for the child.