ST LEONARD'S C of E PRIMARY SCHOOL, BRIDGNORTH

Child not collected from school policy/ procedure

Ratified by the Governing Body: Feb 2026

Review Date: February 2028

Procedure: Uncollected Child at the End of the School Day

1. Purpose

This procedure sets out the steps to be followed when a child is not collected from school at the end of the school day or after an authorised school activity. It ensures the child's safety and wellbeing at all times and aligns with safeguarding duties under *Working Together to Safeguard Children*.

2. Scope

This procedure applies to all pupils and all staff involved in supervision at the end of the school day or school-led activities (e.g. clubs, trips, events).

3. Principles

- The child's welfare is paramount.
- Children must never be left unsupervised.
- Staff must act promptly, calmly and in line with safeguarding procedures.
- Accurate records must be kept.

4. Responsibilities

- **Class teacher / supervising staff**: Initial checks and supervision of the child.
- **School office / senior leader**: Contacting parents/carers and emergency contacts.
- **Designated Safeguarding Lead (DSL)**: Oversight and decision-making where safeguarding concerns arise.

5. Procedure

5.1 Initial Actions (End of Collection Time)

1. The supervising staff member should ensure the child remains with them in a safe, calm environment.
2. Check:
    - Whether the child was due to attend an after-school club.
    - Whether collection arrangements have changed (check messages, emails, school app, or office notes).
3. Inform the school office or a senior leader that a child has not been collected.

5.2 Contacting Parents/Carers

1. The school office should attempt to contact the child's **primary parent/carer** using all available contact numbers.
2. If there is no response, contact **other named adults/emergency contacts** listed on the child's records.
3. Continue to supervise and reassure the child throughout.

5.3 Ongoing Supervision

- The child must remain on the school premises and be supervised by at least one appropriate member of staff.
- Where possible, supervision should take place in a communal area (e.g. school office) rather than a classroom.
- Staff should offer reassurance and, if appropriate, a drink or snack (in line with school policy).

5.4 Escalation

1. If the child has not been collected **within 30–60 minutes** of the end of the school day and no contact has been made:
    - Inform a senior leader and the DSL.
2. The DSL/senior leader should consider:
    - Any known family difficulties or safeguarding concerns.
    - Whether this is a repeated occurrence.

5.5 Contacting Children's Services / Police

- If **no contact** can be made with parents/carers or emergency contacts and the delay becomes prolonged:
    - The DSL or senior leader should contact **Children's Services** for advice.
    - If advised, or if there is immediate concern for the child's welfare, the **police** may be contacted.
- Staff must **not** transport the child home or take them to a private address.

6. Collection

- When the child is collected:
    - Check the identity of the adult collecting the child.
    - Record the time of collection and the reason for lateness (if provided).
    - Report repeated late collections to the DSL.

7. Recording and Follow-Up

- A written record must be made, including:
    - Child's name and class
    - Time the school day ended
    - Actions taken and times
    - Names of staff involved
    - Outcome (who collected the child and when)
- Persistent failure to collect a child on time should be treated as a **potential safeguarding concern** and may result in referral to Children's Services.

8. Review

This procedure should be reviewed annually or sooner if there are changes to safeguarding guidance or local authority procedures.