



Children Not Collected From School Procedure

Adopted by the Local Governing Bodies of
New Road Primary and Nursery School and
Park Lane Primary and Nursery School
on 30th June and 7th July 2026

Policy reference:

This policy is to be reviewed:

Annually

The next review date is:

May 2027

Review is the responsibility of:

The Local Governing Bodies of New
Road Primary and Nursery School and
Park Lane Primary and Nursery School

Review History

Review ratified:

7th May (Park Lane Primary and
Nursery School)

14th May (New Road Primary and
Nursery School)

Review ratified:

29th April 2025 (New Road Primary and
Nursery School) 6th May 2025 (Park
Lane Primary and Nursery School)

Review ratified:

30th June 2026 (New Road) and 7th
July 2026 (Park Lane)

Authorised by:

The Local Governing Bodies
New Road Primary School and Park Lane Primary School and Nursery

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Children not collected from School Policy

2026

Both New Road and Park Lane Primary and Nursery Schools recognise that they have 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.

Before a child starts school, office staff will record the address and contact details of both parents/ person with parental responsibility for the child along with details of the child's emergency contacts. In line with KCSIE 2025, details for at least 2 contacts will be sought. The adults with parental responsibility must inform the school of changes to any of these details.

All teaching staff should know which of their children have written consent by their parents/carers to walk home alone. An identified adult must collect children in Year 5 or below from school.

This policy should be followed on those occasions where a child has not been collected from school at the end of the day and it has not proved possible to contact the parents/carers/emergency contact person for the child. These situations are time consuming for the school and can be upsetting for the child, but in the majority of cases the child is collected albeit late from school.

There may be occasions when parents/carers fail to collect a child due to an accident, illness or other emergency that will result in the child not being able to go home at the end of the day. On these occasions, it is important that a protocol is available which ensures the child is looked after in a safe and welcoming environment.

The guiding principle in dealing with any situation in which a child is not collected from school must be to minimise distress to the child and for him or her to remain in familiar surroundings and/or with familiar people for as long as possible. It is important that the child does not overhear potentially stressful conversations whilst school are trying to contact parents/carers.

If a child has not been collected, the school should make every possible attempt to contact the parents/carers. The child may well be able to indicate if something out of the ordinary has happened at home (e.g. parental illness or absence).

On some occasions, another parent may offer to take a child home with them. School will not release a child into the care of another adult without the consent of the parents/carers. Members of staff will not take, or drive, a child to their home or to the home of the child unless, in exceptional circumstance, this is agreed with parents or other statutory partners (i.e. social care/ police).

Plans for transporting the child will be dependent upon staff availability out of hours and will take into consideration the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties. Where possible, two adults should be present.

If the school cannot contact anyone, they will make every effort to reassure the child and keep him/her in a friendly and familiar place until an identified person arrives. If no one has arrived after one hour following the school closing time and no contact has been made, the school will contact the Local Authority's Children's Social Care T

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

Children not collected from school are the overall responsibility of the Headteacher and any other safeguarding lead.

PROCEDURE FOR CHILDREN NOT COLLECTED AT THE END OF THE DAY

Child not collected at 3:20pm. Children remain with class teacher until 3:30pm. Still no collection, teacher to escort child to the office area and notify office staff.

Office staff to contact parent and then emergency contacts if necessary. Child supervised by school staff until 3:45pm.

No contact made by 3:45pm: Safeguarding leads/ Headteacher informed. DSL to take child to the out of school provision for supervision.

4:30pm: Still no contact from parents: Social care contacted for advice/ support and/or a member of staff might conduct a home visit without the child to help establish why the parent is unavailable.

DSL/ DDSL to remain in school until child is collected by either parent, emergency contact or social care workers. If the child is taken into the care of Social Care, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.

When calling children's social care, have available child's name, date of birth, parent name/s and address.