

Uncollected Child Policy

2026 2027

Nothing is beyond our reach!

Approved by	Governing Board
Policy Lead	Headteacher
Date approved	Autumn 2026
Review date	Autumn 2027

Vision Statement

Nothing is beyond our reach!
Care and challenge engage and motivate us!
Praise reassures and supports us!
Successes are celebrated and built on!

At Norton Community Primary School we are committed to providing a caring, safe, inclusive and respectful environment where every child feels valued and able to achieve their full potential.

Related Legislation and Guidance

This policy should be read alongside:

- Keeping Children Safe in Education (KCSIE) 2026.
- Working Together to Safeguard Children 2023.
- Children Act 1989 and 2004.
- Education Act 2002.
- The school's Child Protection and Safeguarding Policy.
- Attendance Policy.

1. Policy Statement

Norton Community Primary School is committed to ensuring the safety and welfare of all pupils. The school recognises that children may occasionally not be collected at the end of the school day or after an authorised activity. This policy outlines the procedures staff must follow to safeguard any child who remains uncollected.

The child's welfare will always be the school's primary concern.

2. Responsibilities

Parents and Carers

Parents and carers are responsible for:

- Ensuring children are collected promptly at the end of the school day or agreed activity.
- Informing the school immediately if they are delayed.
- Providing up-to-date emergency contact details.
- Arranging an alternative authorised collector where necessary.
- Informing the school if someone unfamiliar will be collecting their child.

School Staff

School staff are responsible for:

- Supervising any uncollected child safely.
- Following the procedures outlined in this policy.
- Maintaining accurate records of actions taken.
- Reporting any safeguarding concerns in line with the school's Child Protection and Safeguarding Policy.

3. End of School Day Procedures

Initial Delay (0-15 minutes)

Where a child has not been collected:

1. The child should remain under the supervision of an appropriate member of staff.
2. Staff will check whether any messages have been received regarding late collection.
3. Staff will attempt to contact the parent/carer using the contact details held by the school.

Continued Delay (15-30 minutes)

If no contact has been made:

1. Staff will continue to supervise the child.
2. Additional emergency contacts listed on the child's record will be contacted.
3. A member of the Senior Leadership Team should be informed.

Significant Delay (30-60 minutes)

If the child remains uncollected:

1. Further attempts will be made to contact parents/carers and emergency contacts.
2. The Designated Safeguarding Lead (DSL) or Deputy DSL will be informed.
3. A record of all telephone calls, messages and actions taken will be maintained.

4. Where a Child Remains Uncollected

If, after all reasonable efforts, the school has been unable to contact a responsible adult and the child remains uncollected for an extended period:

1. The Headteacher or DSL will assess the situation.
2. Children's Social Care may be contacted for advice.
3. If necessary, the police may be contacted to assist in locating a parent, carer or responsible adult.

Under no circumstances should a member of staff:

- Take the child home.
- Transport the child in their own vehicle.
- Leave the child unsupervised.

5. After-School Clubs and Extended Provision

The same procedures apply where a child is not collected from:

- After School Club
- Breakfast Club
- Educational visits returning to school
- School events and performances
- Extra-curricular activities

Repeated late collection may result in additional charges for extended provision where applicable.

5A. Late Collection Charges for After School Club

Norton Community Primary School recognises that unforeseen circumstances may occasionally result in a child being collected late from After School Club. However, late collection places additional staffing requirements on the school and may incur additional costs.

To ensure the continued operation of the provision and to encourage prompt collection, the following charges will apply.

Standard Collection Time

The After School Club closes at 6pm.

Parents and carers are expected to collect their child no later than the published closing time.

Late Collection Charges

Where a child is collected after the official closing time, the following charges will apply:

Time Late	Charge
Up to 15 minutes late	£5 per child

15 to 30 minutes late	£20 per child
More than 30 minutes late	£20 plus £10 for every additional 15-minute period or part thereof

Charges will be added to the family's account and must be paid within the school's normal payment timescales.

Exceptional Circumstances

The Headteacher has discretion to waive or reduce charges in exceptional circumstances, for example:

- Serious road traffic incidents.
- Medical emergencies.
- Severe weather conditions.
- Other circumstances beyond the reasonable control of the parent/carer.

Evidence may be requested where appropriate.

Failure to Collect

Where a child remains uncollected and the school is unable to contact a parent, carer or emergency contact, the procedures detailed within this policy will be followed.

Any safeguarding concerns arising from repeated late collection will be referred to the Designated Safeguarding Lead.

Persistent Late Collection

Where a parent or carer is late collecting a child on three or more occasions within an academic term, the school may:

- Request a meeting with the parent/carer.
- Review the child's place within the provision.
- Require alternative collection arrangements to be put in place.
- Withdraw access to After School Club where repeated late collection continues and impacts the safe operation of the provision.

The school will always seek to work with families to resolve difficulties before withdrawal of provision is considered.

6. Safeguarding Concerns

Repeated incidents of late collection may indicate wider safeguarding or welfare concerns.

Where staff have concerns regarding:

- Neglect
- Inadequate supervision
- Parental capacity

- Ongoing failure to collect a child

The matter will be referred to the Designated Safeguarding Lead and managed in accordance with the school's safeguarding procedures.

7. Recording and Documentation

The school will maintain a record of:

- The child's name and class.
- Date and time of non-collection.
- Staff supervising the child.
- Attempts made to contact parents and emergency contacts.
- Advice received from external agencies.
- Outcome and collection arrangements.

Records will be retained in accordance with the school's data retention procedures.

8. Equalities

This policy will be applied fairly and consistently to all pupils and families. The school will take account of any individual needs or circumstances when implementing the procedures outlined above.

Procedure Flow Chart for Staff

Child not collected at collection time

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Supervise child safely

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Contact parent/carer

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No response? Contact emergency contacts

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Inform SLT/DSL after 30 minutes

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Continue supervision and record all actions

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Seek advice from Children's Social Care and/or Police if no responsible adult can be contacted

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Child remains supervised until collected or alternative arrangements are agreed