



Child Not Collected Policy St. Katherine's CofE Primary School

Introduction:

Under Section 175 of the Education Act 2002, Local Authorities and Schools have a duty to safeguard and promote the welfare of children. A similar duty is placed on independent schools (Section 175). This duty should include making arrangements for dealing with children not collected at the end of a school day, or at the end of a school activity which is authorised by the school, and where the Governing Body retains responsibility for the use of school premises.

St Katherine's School recognises that it has a statutory duty to safeguard and promote the welfare of pupils, and that this duty extends to having arrangements in place for dealing with **children who are not collected at the end of a school day, or at the end of an authorised activity**.

The protocol will be brought to the attention of parents, in writing, when their child starts school.

On admission of their child to the school, parents should supply:

- names and full addresses of parents/carers (and confirmation of parental responsibility)
- home and work telephone numbers
- mobile phone numbers where appropriate
- Two emergency contacts who may be called in the event of the parents/carers being unobtainable or in the case of an emergency

This information should be updated, by the parents/carers, annually or whenever circumstances change.

It is the parent/carer's responsibility to ensure that the pupil is collected by a responsible person. **The school must be notified immediately if it becomes apparent that the person collecting the child may be late.**

St Katherine's School agrees to care for a pupil who has not been collected from school, until such a time as he/she has been collected by a parent/carer, or until appropriate, alternative care arrangements have been made with Social Care and/or the Police, in order to maintain the child's safety.

The School's Designated Safeguarding Lead (DSL), Anne-Marie Taylor, will keep a record of incidents where parents/carers do not collect a child from school or are late for no explained or good reason, or where there are repeated incidents. If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Child Protection Policy and Procedures.

In situations where the Head Teacher considers it appropriate, a letter will be sent to the parent/carer notifying them of the arrangements put into place for their child. An example is shown in Appendix A.

Our procedures:

- If a child is not collected by a parent/carer after the school day or approved activity, the A teacher or Designated Person will be notified. Every effort will then be made to contact the parent/carer on any home, work and/or mobile numbers provided, or failing that, the emergency contact(s).
- In the absence of the Headteacher or Designated Safeguarding Lead, the responsibility will be assumed by the Deputy Headteacher or Deputy Designated Safeguarding Lead.
- If a child is not collected at the end of the school day or school activity a record will be kept in the school office. Repeated incidents may result in details being passed to Education Welfare Services and/or Children's Social Care, where safeguarding concerns are identified.
- Repeated late collection of a child from an after school club may result in the child losing their place at that club with no costs being reimbursed.
- In the case of a pupil not being collected and no contact being made **WITHIN 45 MINUTES OF THE AGREED/USUAL COLLECTION TIME or sooner if there are immediate safeguarding concern**, the school will contact Essex Social Care for Children's Contact Team/allocated Social Worker/out of hours to discuss the concerns and ask advice. This will allow them to be aware of the possibility that they may need to make arrangements for the alternative care of the child. For an example of information which may be passed on, see Appendix B.
- While attempting to make contact with the parents/carers, the child will be kept in school under the supervision of school staff.
- Social Care will give advice and make appropriate checks. However the school will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation. The pupil stays at the School in the care of two members of Staff until the pupil is safely collected either by the parents or by a Social Worker.
- If there are any concerns about the welfare of the parent/carer, Social Care may ask the local Police to visit the home address; please note that the Police cannot themselves provide a place of safety for a child (ren).
- If attempts to contact a parent/carer are still unsuccessful, school and Social Care will jointly take responsibility for arranging for children to be transported to the Social Care, (or other appropriate venue) who will arrange a place of safety. This is considered to be a last resort and parent/carers should do their best to ensure that this is not necessary. Social Care will notify the school of the child's placement and provide contact details as appropriate. It will be the intention to return the child to the parents/carers at the earliest opportunity.
- The contact number for Essex Social Care for Children between 9am and 5pm is 0345 603 7627. Out of hours the number is **0345 606 1212** between 5pm and 9am. The number for Essex Safeguarding Children Board is 0333 013 8936.
- Plans for transporting a child will comply with local arrangements concerning insurance, staff availability out of hours and any relevant information from the school relating to the child's special needs or behavioural difficulties. All occasions when a child or young person requires transport in an emergency situation must be recorded and reported to a senior manager and the parents.
- School staff will not go to look for the parent nor give the child a lift home.

- Any call which results in action being taken by Social Services/Police should be followed up in writing within 48 hours, using the Single Agency Referral Form.
- A full report of the incident will be written and a copy placed in the child's file.
- Any additional costs involved in the care of a 'child not collected' will be forwarded to the parent/carer for payment (e.g. costs of transporting a child to a Social Care location).

Major Incidents

If an incident occurs which results in a large number of children not being collected, Social Care will be contacted at the earliest opportunity, because it may be necessary to accommodate the children at a single location until appropriate arrangements can be made. If the nature of the incident is serious, it may be that the arrangements will form part of the Authority's emergency plan.

Reviewed June 2026

Appendix A

Dear _____ [Parent/Carer's name]
_____ [Child's name]
was not collected from school on _____ day / date
and we were unable to contact you or the emergency contact(s).

As a result, in order to safeguard the welfare of your child/ren, the school was obliged to implement the procedure for dealing with children not collected at the end of the school day or school activity.

This procedure, which has been agreed by Social Care and the Police, involved us contacting Essex Social Care in order that arrangements could be made for your child to be taken to a safe place. I am sure that you will appreciate the importance of providing for your child in these circumstances.

I hope that the reasons for your child not being collected are not serious, but would ask you to contact the school as soon as possible to discuss the matter further.

Yours sincerely,

Head Teacher

Appendix B

List of information which may be required by Contact Centre/Social Care/Police in the event of a child being referred as not having been collected:

- **Child's details:** Name/date of birth/address/gender/ethnicity/religion/first language or communication needs/SEN or behavioural needs/medical needs/dietary requirements
- **Brief outline of incident**
- **Name, role and contact details of referrer**
- **Parent/carer/emergency contact details:** name/address(es)/contact telephone numbers
- **Any current/previous child protection concerns**
- **Any previous incidents of child not being collected**