

Gilded Hollins Community School



Children not collected from school policy

Reviewed: Summer 2026

This policy has been written with due regard to the Equality Act 2010

GILDED HOLLINS SCHOOL

Gilded Hollins Primary 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.

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. 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.

These procedures and protocol are shared with parents upon induction to the school.

All Y6 teaching staff should know which of their children have written consent by their parents/carers to walk home alone. An identified family member 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.

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.

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.

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.

In the first instance, children will be taken into the care of our After School Club. Parents will be charged for the time the child spends in after school club.

If no one has arrived after one hour following the school closing time and no contact has been made with the parent(s) or any named adults on the child's contact list, the school will contact the Local Authority's Children's Social Care Team.

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 3:25pm

Children remain with class teacher in the classroom until 3:35pm. Still no collection, teacher to bring 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.

(Nb If a child is consistently left until 3.45pm then that child will be taken to after school club at the end of school and parents will be charged. School will always try to work with parents to ensure that children are not caused any distress or anxiety at pick up time)

No contact made by 3:45pm: Safeguarding leads/ Headteacher informed. DSL to take child to After School Club for supervision and parent to be charged.

Information gathered as to status of child (i.e. LAC, CIN, CP, not known to services etc.).

4:30pm: Still no contact from parents: Social care contacted for advice/ support.

DSL / DDSL to remain in school until child is collected by either parent, emergency contact or social care workers until 6pm. If, after this time, 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.

Children's Social Care: 01942 828300. Request either allocated social worker for family or Duty social care team

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