



St Leonard's Primary School Stafford



Non-Collection of Children Policy Updated: March 2026

NON-COLLECTION OF CHILDREN POLICY

Statement of Intent



In the event that a child is not collected by an authorised adult at the end of a session/day, the school puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Methods

Information required from parents:

- Parents of children starting at the setting are asked to provide specific information which is recorded on our data collection form, including:
 - home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number;
 - names, addresses, telephone numbers of adults who are authorised by the parents to collect their child from the school, for example a grandparent, other family member or childminder;
 - information about any person who does not have legal access to the child; and
 - who has parental responsibility for the child.

Changes to collection arrangements:

- On occasions when parents are aware that they will not be at home or in their usual place of work, they can let the school office know how they can be contacted.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they will need to let the school office know the name of the person who will be collecting their child, and any alternative contact details which may be required.



We agree with parents how to verify the identity of the person who is to collect their child with the use of a password system. All passwords are recorded on the data collection form.

- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We also inform parents that – in the event that their children are not collected from school by an authorised adult and the staff can no longer supervise the child on our premises – we apply our child protection procedures as set out in our safeguarding policy.

Procedures for non-collection:

- If a child is not collected at the end of the session/day, we follow the following procedures:
 - The class teacher will check with the school office for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the data collection form are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the data collection form, unless permission has been given by parents for another arrangement.
 - If no-one collects the child after 30-minutes and there is no-one who can be contacted to collect the child and the child has a known social worker, the school will contact them.
 - If the child does not have a known social worker, the school will contact Staffordshire Families Integrated Front Door (SFIFD) team.
 - If the duty team or where applicable, social worker, are unavailable, the police will be called.
 - The child stays at school in Leo's Den until the child is safely collected.
 - Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
 - A full written report of the incident is recorded in the child's file on CPOMS.
 - Depending on circumstances, we reserve the right to charge parents for time in Leo's Den and any additional hours worked by our staff.

Non-collection follow-up:



Action to follow up an incident of a child not being collected:

On the first occasion when a child has not been collected, the school will consider the most appropriate response to ensure the incident is not repeated. The level of action will depend on the context of the situation.

For parents or carers who repeatedly fail to collect their child on time from school, a letter will be sent and meetings with the parent/carer should be set up to address this.

If this fails to improve the situation, then the school will handle this under the safeguarding policy and escalate as appropriate.