



## ST WYSTAN'S SCHOOL & NURSERY

### UNCOLLECTED CHILD POLICY

**This policy includes the Early Years Foundation Stage (EYFS)**

*Policy reviewed: January 2026*

*Policy to be reviewed: January 2028*

This Policy forms part of our whole school Safeguarding Policy

#### **Policy statement:**

In the event that a pupil is not collected by an authorised adult at the end of a session/day, St Wystan's School puts into practice agreed procedures. These ensure the pupil is cared for safely by an experienced and qualified practitioner who is known to the pupil. We will ensure that the pupil receives a high standard of care 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.

We inform parents that if their child is not collected and all reasonable attempts to contact parents/carers and emergency contacts have failed, the school will follow safeguarding procedures in line with our Safeguarding Policy and contact Children's Social Care in accordance with local safeguarding partnership guidance. Our procedure is outlined below.

In the event of an uncollected child, the Designated Safeguarding Lead (DSL), or Deputy DSL, will be informed immediately. All actions taken will be recorded in accordance with the school's Safeguarding and Child Protection Policy.

#### **Legislative and Statutory Framework**

- Children Act 1989
- Children Act 2004
- Working Together to Safeguard Children
- Keeping Children Safe in Education
- Statutory Framework for the Early Years Foundation Stage
- Data protection requirements under the UK General Data Protection Regulation and Data Protection Act 2018

## **Parent Requirements**

Parents of children are asked to provide the following specific information on their Registration Form

- o Home address and telephone number
- o Place of work, address and telephone number.
- o Mobile telephone number.
- o Who has parental responsibility for the child.

Parents of children are asked to provide the following specific information on their Emergency Contacts and Medical Form

- o Home address and telephone number
- o Emergency contact details
- o Doctors surgery – name and number
- o Medical information

This information is reviewed annually.

All personal information collected is stored and processed in accordance with the school's Data Protection Policy and the UK GDPR and Data Protection Act 2018 requirements.

- On occasions when parents are aware that they will not be at home or in their usual place of work, or out of the country, they must inform us of how they can be contacted.
- Pupils will only be dismissed into the care of others if the known parent/carer has informed the school of the name of the person who will be collecting them, and that person can identify themselves. ID will be requested by the member of staff dismissing the pupil.
- Parents are informed that if they are not able to collect their child as planned, they must inform the School as soon as possible so that necessary measures can be put in place. The School provides parents with the contact telephone number for the School Office; this can also be found on the school website.

### **Dismissal procedures:**

- The one-hour period referred to in this policy begins from the official end time of the school day or the relevant club/session. Pupils are dismissed by staff at the end of the school day, or after a club/After School Care, directly to their parent/carer or authorised adult.
- Pupils may only walk home alone if the parent/carer has given written permission.
- All staff are aware of pupils in their care for whom there are special restrictions on who can/can't collect them.

### **Uncollected child procedure**

- If a child is not collected at the end of the session/day, by 3:45pm (4:45pm if after a club) the following procedures will be followed:
- A check is made with the pupil's class teacher for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work. Should they be running late, the pupil will wait in the school office.

- If parents are uncontactable, the emergency contact is called.
- If the emergency contact cannot be contacted, the pupil is taken to wait in After School Care. Staffing ratios will be maintained in accordance with EYFS statutory requirements at all times during the supervision of an uncollected child.
- All reasonable attempts are made to contact the parents/ carers and emergency contacts.
- The pupil does not leave the premises with anyone other than parents/carers or those named on the Emergency Contacts Form. Should no-one collect the pupil after one hour and there is no-one who can be contacted to collect the pupil, we follow the following procedures.

#### **Children not collected after one hour**

- We contact social care via Starting Point on 01629 535353
- The pupil stays at setting in the care of two members of staff until they are safely collected either by the parents/carers or by a social care worker.
- Social Care will aim to find the parent or relative, if they are unable to do so, the pupil will become looked after by the local authority.
- Staff should not go to look for the parent or take the pupil home with them.
- Depending on circumstances, the school reserves the right to charge parents for the additional hours worked by our staff.  
Ofsted will be notified of any significant safeguarding incident where required under EYFS statutory requirements.
- A full written report of the incident is recorded in the pupil’s safeguarding file.

#### **Record Keeping**

A full written record will include:

- Time the child was due to be collected
- Time and method of each contact attempt
- Who was contacted and outcome
- Time Children’s Social Care was contacted
- Advice received
- Time and details of collection
- Names of staff supervising

#### **Repeated late collection**

Repeated late collection may be treated as a safeguarding concern and may result in further action, including referral to Children’s Social Care, if the child’s welfare is considered to be at risk.

#### **POLICY DEVELOPMENT AND REVIEW**

This policy document was produced in consultation with the entire school community, including school staff and Governors.

Policy Owner	Kara Lebihan		
Previous Reviews	26 <sup>th</sup> Jan 2026		
Date of Next Review	25 <sup>th</sup> Jan 2028		
Governing Body Approval	Yes/No	Signed/Dated	
Website/App	Yes/No	ISI	Yes/No
Staff Handbook	Yes/No	Parent Handbook	Yes/No