



Together we Love, we Aim High and we Celebrate!

Children not collected protocol

This guidance should be taken as part of the overall strategy of the school and operated within the context of our vision, aims and values as a Church of England School.

Headteacher: Mrs Nichola Chesterton
Chair of Governors: Mr Peter Luscombe
To be reviewed: January 2027

We have carefully considered and analysed the impact of this policy on equality and the possible implications for pupils with protected characteristics, as part of our commitment to meet the Public Sector Equality Duty (PSED) requirement to have due regard to the need to eliminate discrimination, advance equality of opportunity and foster good relations.

Protocol for dealing with children not collected from school at the end of the school day/activity

Introduction:

Under Section 175 of the Education Act 2002, Local Authorities and Schools have a duty to safeguard and promote the welfare of children. 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.

This protocol is an example of arrangements which have been agreed by The Local Safeguarding Team, the Police, and Local Authority Children's Services.

Chilthorne Domer Church 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/afterschool club, 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
- The emergency contact details of at least two people 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 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 it becomes apparent that the person collecting the child may be late.

Chilthorne Domer Church 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.

If parents/carers have not collected their child/children ten minutes after the normal end of the school day, 3.30pm, and have not rung school to advise of their lateness the child will automatically be taken into the afterschool club and parents will be charged the full afternoon rate. If a parent rings to say they are going to be late, they will be given an extra ten minutes in which to collect their child. If a parent still hasn't collected after this time the child will be taken to afterschool club.

Children who haven't been collected within ten minutes of the end of an afterschool activity will also be taken to the afterschool club and again parents will be charged the full afternoon rate.

The School's Designated Person for Child Protection/Safeguarding 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/Safeguarding Policy and Procedures.

Our procedures:

- If a child is not collected by a parent/carer after the school day or approved activity, the Headteacher or Designated Person will be notified. Every effort will then be made to contact the parent/carer, or failing that, the emergency contact.
- In the case of a pupil not being collected and no contact being made WITHIN 30 MINUTES OF THE USUAL COLLECTION TIME, the school will ring Somerset Safeguarding Children Partnership on 0300 123 2224/allocated Social Worker to discuss the concerns and ask advice. This will allow the Social Care Team

to be aware of the possibility that they may need to make arrangements for the alternative care of the child. For information which may need to be passed on, see Appendix A.

- Social Care will give advice and make appropriate checks. However, school will continue to be responsible for trying to contact the parent/carer/emergency contact and to keep Social Care updated about the situation.
- 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 team, (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.

Appendix A

List of information which may be required by Contact Centre/Social Care 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