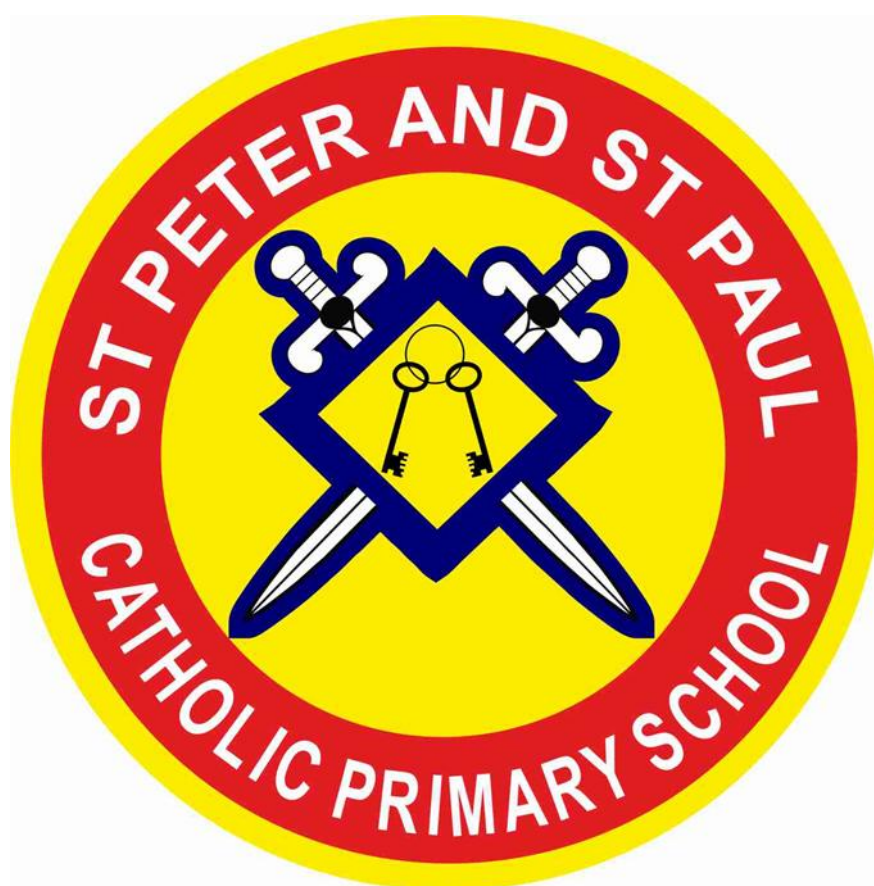


St Peter and St Paul Catholic Primary School



Uncollected Child Procedure

Date Adopted	1st September 2026
Signed	<i>J McNamee</i>
Next Review	Autumn term 2028

St Peter and St Paul Catholic Primary School

Mission Statement

***'With Christ as our guide,
we Love, Aspire and Serve'.***

Mission Aim 1 (Christ Centered Aim):

Together in Christ's family, we are loving, forgiving and compassionate to everyone.

Mission Aim 2 (Community Centered Aim):

Together, we are welcoming and inclusive - showing respect to all.

Mission Aim 3 (Education Centered Aim):

Together, we are ambitious and determined learners, providing an environment where everyone can flourish.

1. Purpose

This procedure sets out what school does when a child is not collected. It applies to children who are not collected at the end of the school day, and to children who are not collected from Extra Curricular Clubs or After School Club.

Its purpose is to make sure that decisions are taken early, by the right people, while staff are still on site and while the agencies we may need are still available.

2. Scope

All children on roll, in all year groups.

- The end of the school day, and the end of any club session.
- Where school closes earlier than usual, whether planned or unplanned, all timings in this procedure run from the actual closing time rather than 3.15pm.

3. Statutory and local framework

This procedure is written with regard to:

- Keeping Children Safe in Education.
- The Statutory Framework for the Early Years Foundation Stage, which requires that children are released only to individuals whom the parent or carer has explicitly notified to the setting, that emergency contact details are held, and that concerns about a child's safety or welfare are notified to the local authority without delay.
- The Children Act 1989, sections 17 and 47.
- Working Together to Safeguard Children.
- The procedures of the St Helens Safeguarding Children Partnership.

There is no nationally prescribed waiting time before a school must act on an uncollected child. The timings in this procedure are set by the school and are applied consistently.

4. Emergency contacts

School asks for four emergency contacts for every child. Where fewer than four are held, the office will approach parents and carers to obtain further contacts.

A current emergency contact sheet is held in the school office, however, it is advisable to access Arbor where possible.

The sheet is reviewed and reissued by the school office each half term, and is dated so that staff can see it is current. Arbor can be updated at any time and so it is advisable to always use that system where it is available.

5. Roles

- Staff members dismiss children to known adults, and bring any child who has not been collected to the school office at the time set out below.
- Office staff make and record contact attempts, and inform the Designated Safeguarding Lead.
- The Designated Safeguarding Lead, or in their absence the Deputy Designated Safeguarding Lead, decides on and leads any escalation, and remains on site until the situation is resolved. The office knows which of them is on duty each day.
- Club staff supervise children placed with them and report to the office.
- The Headteacher is kept informed of any case which escalates.

6. Timeline

3.15pm (or earlier, planned or unplanned, e.g. snow or weather affected days)	School ends. Children are dismissed to known adults.
3.30pm approx	The staff member in charge of the class brings any child who has not been collected to the school office. The office begins contact attempts, working through every contact held for the child by every method available. The Designated Safeguarding Lead is notified in writing of every child who is uncollected and who has no booked session at AfterSchool Club or an Extracurricular Club.
3.45pm approx	The child is placed into After School Club and the session is charged. This is a supervision measure and does not resolve the situation; contact attempts continue. A written update is provided to the Designated Safeguarding Lead. A fifteen-minute window is allowed for any contact to respond.
4.00pm	Where no named adult has responded, a written message is sent to all contacts setting out what school will do next and when by. (appendix one) The parent information sheet is attached and the policy on the school website is referenced.
4.30pm	Where there is still no contact, a referral is made to Children's Social Care, and to the police where necessary. This is done while the daytime team is available.
5.30pm	After School Club closes. No child is released to any adult who is not authorised, whatever the time. The Designated Safeguarding Lead or Deputy, together with one other adult, remain with the child.
6.00pm	The site closes. The outcome of any case will already have been agreed with Children's Social Care or the police if contact has not been made directly with parents or carers.

7. Where contact has been made

- Where a parent, carer or named contact has been spoken to staff will:
- Record who was spoken to, the time, the reason given, the agreed collection time, and who is coming.
- Book and charge a club session where one is required.
- Continue to supervise the child where the parent or carer is unable to pay or the account is suspended. The charge is applied afterwards. Collection or supervision is never made conditional on payment.
- Record the incident even though it did not escalate.
- The procedure at section 6 is followed if the agreed collection time passes without the child being collected, or if a follow-up call is not answered.

8. Where no contact has been made

- The procedure at section 6 is followed right through the timeline.
- Children's Social Care and potentially, the police, will be informed at approx. 4:30 pm.
- If the child has not been collected by 6pm, school will follow advice given by Children's Social Care and/or the police.

9. Children attending a club without a booking

- Where a child attends After School Club without a booking, and no emergency has been notified to school, staff will telephone the parent/carer for instruction and request payment if a place is required.
- Where no contact can be made, school will follow the timeline set out at section 6 of this Uncollected Child Procedure.
- In either case the child will be supervised, and the charge for the session will be applied to the account.

10. Standards which always apply

- Two members of staff remain with the child at all times.
- The child remains on the school site.
- A child is released only to a parent, carer or authorised adult.
- The welfare response to an uncollected child is never delayed, altered or withheld.

11. Recording and review

- Every instance of a child not being collected is recorded on the school's safeguarding system, whether or not it escalated.
- Recording is routine practice so that patterns can be identified early. It is not in itself an allegation against a family. Parents and carers are told that school records these incidents.
- The Designated Safeguarding Lead reviews all recorded instances and considers whether a pattern indicates a wider need, in which case the school's usual thresholds and early help routes apply.
- Any decision to remain on site beyond the normal closing time is recorded, with the reason and the time.
- The Headteacher reports on the operation of this procedure to the Governing Body annually.

Appendix One:

If your child has not been collected

Information for parents and carers · St Peter and St Paul Catholic Primary School

We are sending you this because your child is still at school and we have not been able to reach you or any of the contacts we hold. This sheet explains what we do next, so that you know what to expect.

Your child is safe. They are being supervised by two members of staff and will not be released to anyone who is not on the authorised list you have given us.

What we do

- We telephone you first, and then work through every emergency contact we hold for your child, using every number and method we have
- If we have not spoken to anyone by 4.00pm, we send this message and continue trying to reach you
- Our Designated Safeguarding Lead is informed and will decide what happens next
- If we still have no contact, we will contact Children's Social Care for advice, and the police where necessary. We do this while there are still staff on site, so that a plan is in place before the end of the day
- Your child stays with us, supervised, until they are collected or until another arrangement has been agreed

What you should do

- Telephone the school office as soon as you receive this
- If you cannot get here yourself, tell us who will be collecting. We can only release your child to someone you have authorised and only after speaking with you directly.

Afterwards

We keep a record every time a child is not collected, whatever the reason. This is normal practice and is not an accusation. It simply means that if a pattern develops, we notice it early and can offer help before it becomes a problem.

Where a child has been supervised in After School Club, a charge for that session will be applied to your account.

The full policy

Our Uncollected Child Procedure and our After School and Breakfast Club Policy are both available on the school website or on request from the school admin office.

Please keep your contact details up to date. We ask for four contacts for every child. If you have fewer than four with us, or any have changed, please let the office know.