

Harvills Hawthorn Primary School



Late Collection Policy (2025-2026)

Review Date: September, 2026

Rationale

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 procedure is in place 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.

Roles and responsibilities

It is the responsibility of parents and carers to collect their child(ren) on time at the end of each school day. Harvills Hawthorn Primary 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 supporting children who are not collected at the end of a school day, or at the end of an authorised school activity.

This policy will be applied 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. These situations are time consuming for the school but more importantly can be distressing for the child.

Information sharing

Prior to a child starting school, office staff will record the address and contact details of both parents/persons with parental responsibility for the child along with details of the child's emergency contacts.

In line with KCSIE 2024, details for at least two contacts will be sought. The adults with parental responsibility must inform the school of changes to any of these details. It is the responsibility of the parent/carer to ensure this information is updated annually or whenever circumstances change.

Procedure for a child not collected at the end of the school day

Child not collected at 3:20pm

Child to remain with their class teacher in their area of dismissal until 3:25pm.

Still no collection at 3:25pm

- Class teacher to escort child to the school office area and notify office staff.
- Office staff to contact parent and emergency contacts if necessary.
- Child supervised by class teacher until 4:00pm.

No contact made by 4:00pm

- Safeguarding leads/ Headteacher informed. DSL/DDSL to supervise.
- Information gathered as to status of child (i.e. CIC, CP, not known to services, etc.).

No contact made by 4:20pm

- If contact with parents and all emergency contacts still cannot be made, Children's Services and/or police will be contacted for advice/ support.
- DSL/ DDSL to remain in school until child is collected by either parent, emergency contact or social care workers.
- If the child is taken into the care of Children's Services, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.
- When calling Children's Services, staff must have available child's name, date of birth, parent name/s and address.
- 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 or where there is a repeat occurrence.
- Any safeguarding or welfare concerns arising out of such an incident will be dealt with in accordance with the school's safeguarding procedures.

Procedure for a child not collected from an after-school club

Child not collected at 4:15pm

Child to remain with the club staff in the main reception until 4:25pm.

Still no collection at 4:25pm

- Club staff to contact parent and emergency contacts if necessary.
- Child supervised club staff until 4:45pm.

No contact made by 4:45pm

- Safeguarding leads/ Headteacher informed. DSL/DDSL to supervise.
- Information gathered as to status of child (i.e. CIC, CP, not known to services, etc.).

No contact made by 5:00pm

- If contact with parents and all emergency contacts still cannot be made, Children's Services and/or police will be contacted for advice/ support.
- DSL/ DDSL to remain in school until child is collected by either parent, emergency contact or social care workers.
- If the child is taken into the care of Children's Services, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.
- When calling Children's Services, staff must have available child's name, date of birth, parent name/s and address.
- 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 or where there is a repeat occurrence.
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