



Uncollected Child Policy 2025-27

Our School Vision

Together through faith we will aspire to grow in our understanding of ourselves, in our own abilities and in our knowledge of God's wonderful diverse world.

Introduction

In the event that a child is not collected by an authorised adult at the end of a day, the Academy 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. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

St James C.E. Primary Academy will 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.

Procedures

At the close of the day we will ensure all children are collected by a parent, carer or designated adult. If a child is not collected at the correct time the following actions will take place:

- If a parent, carer or designated adult is more than 15 minutes late (3:45pm) in collecting their child the Head of School or Executive Principal will be informed.
- If the parent has informed the Academy that they will be late the child will join After-School club and the parent will be charged accordingly.
- If the parent has not informed the Academy that they are running late, the class teacher/SLT will try to contact the parent, carer or designated adult by telephone.
- If unsuccessful the class teacher/SLT will try to speak to any nominated contact person by telephone and ensure text messages are sent to the parent.
- SLT will continue to try to contact parents, carers or any other emergency contact person at 15 minute intervals until 4:30pm (4:15pm on Friday).
- The child will remain the responsibility of the school and should join the after-school club. In no circumstances will the child be taken from the school by any person who is not authorised to collect the child.
- If by 4:30 pm (4:15 pm on Friday), using all available contact numbers, SLT have been unsuccessful in identifying a reason for the delay in collection and a suitable contact is

not available to collect the child, SLT will contact Front Door on 0300 111 8007. Contact must be made with Front Door before they close (Mon – Thurs 5pm, Fri 4:30pm)

- Two members of staff will remain on the premises with the child. Under no circumstances will the child be taken to the home of a member of staff or any other unauthorised person.
- If school has no alternative but to leave the child with the Social Care, the Trust Headteacher will try to contact Parents leaving recorded messages where possible explaining what action has been taken.
- In the event of no member of SLT being on-site at the time the child is uncollected, the class teacher will carry out the tasks above.

Extra-Curricular activities procedures

- If a child is not collected from an extra-curricular activity the above procedures should be followed, allowing 30 minutes from the end of the activity until calling Front Door if no contact is made.

After-School Club Procedures

- Children should only join the after-school club if the session has been pre-booked or if they are uncollected (see above).
- If a child is uncollected from a pre-booked After-School club session at 5:30pm, the Trust Headteacher should be contacted by staff. If no contact can be made with parents/carers or designated adult, then staff will remain on site with the child and the Emergency Duty Team at Staffordshire Social Services will be contacted on 0345 604 2886. Wherever possible a member of SLT will remain on or return to the school site.

Trips and visits

- If a trip or visit ends during the normal school day then the actions outlined in 'Procedures' above should be taken.
- If the return time is after the end of the school day then the same procedures should be followed, allowing 30 minutes from the return time before calling Front Door. If this is after 5pm (Mon – Thurs) or after 4:30pm (Fri) the Emergency Duty Team at Staffordshire Social Services will be contacted on 0345 604 2886.
- Wherever possible a member of SLT will remain on or return to the school site.

Recording of incidents

Staff will record the incident using the school's incident program, CPOMS, including times of calls made, time of collection, who collected and the reason given for the late collection.

Monitoring and Review

Adherence to this policy should be monitored by SLT and the Designated Safeguarding Lead. This policy will be reviewed bi-annually.

The next review is due in 2027.

