



Wallsend Jubilee Primary School

Non collection of Child Policy

Exceptional Circumstances

Governance	
Version	1
Policy Officer	David Harrison
Adoptive Date	30.6.26
Readopted Date	
Next Review date	
Statutory	

Version History Log

Version 1	Description of Change	Date/Author

Purpose

To ensure the safety and wellbeing of all children when they are not collected on time from school or an after-school club, and to outline the procedures staff must follow.

Policy Statement

The school/club has a duty of care to ensure that children are returned safely to their parents/carers at the end of each session. In the event that a child is not collected at the agreed time, staff will follow the procedures outlined below.

Collection Times

- Parents/carers must collect children promptly at the agreed collection time.
- Any changes to collection arrangements must be communicated in advance.

Procedure for Uncollected Children

1. Initial Waiting Period

- Staff will supervise the child in a safe, secure area.
- The child will be reassured and kept occupied.

2. Contacting Parents/Carers

- Staff will attempt to contact the child's parent/carer using the contact details provided.
- If unsuccessful, staff will contact emergency contacts listed on the child's record.

3. Continued Delay

Continued attempts will be made to reach parents or emergency contacts.

- The child will remain supervised at all times by at least two members of staff (where possible).

4. Extended Delay

- If no contact has been made and the child has not been collected, the designated safeguarding lead (DSL) or senior member of staff will be informed.
- A decision will be made on next steps in line with safeguarding procedures.

5. Non Collection

- If the child is still uncollected and no contact has been made:
 - Children's Social Care and/or local authority services will be contacted for advice.
 - In some cases, the police (non-emergency) may be contacted.

Staff Responsibilities

- Ensure all children are signed out correctly.
- Remain calm and reassuring to the child at all times.
- Keep accurate records of:
 - Times
 - Contact attempts
 - Actions taken

Safeguarding

- The child's wellbeing is the highest priority.
- Children will never be left unsupervised.
- Staff will follow the school's safeguarding and child protection policies at all times.

Late Collection Charges (if applicable)

- Late collection fees may be applied (e.g., per 15 minutes after closing time).
- Parents will be informed of charges in advance.

Repeated Late Collection

- Persistent lateness may result in:
 - A formal warning
 - Review of the child's place in the club
 - Further action in line with school policy

Review

This policy will be reviewed annually or in line with safeguarding updates.