



FIERTÉ
MULTI-ACADEMY TRUST
Proudly inspiring all to excellence



Manor Primary Academy **Late Collection Policy**

Document and Version Control

Document Title	Late Collection Policy
Effective Date	Summer 2026
Policy Owner	Safeguarding Forum
Policy Approver	Trust Board

Version	Date	Amended by	Comments
V1	November 2023	SR	Issued following a Leader's Forum Meeting (08.11.2023) Contextualised to Manor Primary timings etc.
V2	Summer 2025	SR	Added Manor logo and name on heading and document title.

Section	Changes Made

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. It is important that the child does not overhear potentially stressful conversations whilst school are trying to contact parents/carers.

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. The Fierte Trust 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 2025, 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. This policy and protocol is shared with parents upon induction to the school. It is the responsibility of the parent/carer to ensure this information is updated annually or whenever circumstances change.

Procedure for children not collected at the end of the school day

- Child not collected at 3:20pm. Children remain with class teacher in the playground or area of dismissal until 3:30pm.
- Still no collection, teacher to escort child to the school office area and notify office staff.
- Office staff to contact parent and then emergency contacts if necessary. Child supervised by school staff until 4:10pm.
- No contact made by 4:10pm: Safeguarding leads/ Headteacher informed. DSL or Senior Leader to supervise. Information gathered as to status of child (i.e. LAC, CIN, CP, not known to services etc.).
- 4:20pm: Still no contact from parents, including all emergency contacts: Social care or Police 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 Social Care, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.
- When calling children's social care, 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, (for no good reason) 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 children not collected at the end of After School Clubs

a. = clubs finishing at 4:20pm such as sports clubs

b. = after school care club that finishes at 5pm

- Child not collected at a. 4:20pm/b. 5:00pm. Children remain with the After School Club's staff member in the club's location until a. 4:30pm/ b. 5:10pm
- Still no collection, teacher to escort child to the school office area and notify office staff or senior leader/ DSL.
- Office staff/ Senior leader/DSL to contact parent and then emergency contacts if necessary. Child supervised by school staff until a. 5:10pm/ b. 5:30pm.
- No contact made by a. 5:10pm/ b. 5:40pm: Safeguarding leads/ Headteacher informed. DSL to take child to staff room or inside school area for supervision. Information gathered as to status of child (i.e. LAC, CIN, CP, not known to services etc.).
- A. 5:20pm/ b. 6:00pm: Still no contact from parents: Social care or Police 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 Social Care, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.
- When calling children's social care, 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, (for no good reason) 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.

Y5/6 children and walking home after school

All Y5/6 teaching staff must know which of their children have written consent by their parents/carers to walk home alone. An identified adult must collect children in Year 4 or below from school.

Change of collecting adult

- On some occasions, another parent may offer to take a child home with them. School will not release a child into the care of another adult without the consent of the parents/carers. Members of staff will not take, or drive, a child to their home or to the home of the child unless, in exceptional circumstance, this is agreed with parents or other statutory partners (i.e. social care/ police).
- Plans for transporting the child will be dependent upon staff availability out of hours and will take into consideration the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties. Where possible, two adults should be present.
- If the school cannot contact anyone, they will make every effort to reassure the child and keep him/her in a friendly and familiar place until an identified person arrives. If no one has arrived after one hour following the school closing time and no contact has been made, the school will contact the Local Authority's Children's Social Care Team.
- Periodically, the School sends out a letter asking parents to update emergency contact details for up to two named adults who have permission to pick up the child at the end of the day.
- This information is recorded and updated to allow the school to make a quick and informed decision if somebody less familiar seeks to collect a child or if the class is being dismissed by a supply teacher. If an adult who is not named on the consent form attempts to collect the child, the school will, for matters of safeguarding, need to contact a parent to confirm whether they are genuine and do have permission to collect the child.

- Parents are reminded that any changes to normal collection arrangements (e.g., child going on a playdate, being collected by another parent) should always be shared with the school office or the child's class teacher.

Approved by the Safeguarding Forum