



Pre-Prep Failure to Collect

This policy is inclusive of all the pupils in the school including those in the Early Years Foundation Stage (EYFS).

Reviewed: January 2026

Reviewed by: V Rae and A Gemmell

PURPOSE

This policy ensures the safe and appropriate management of children who are not collected at the end of the school day or after a school event. The safety and welfare of children are of utmost importance, and this policy ensures that clear procedures are in place should a child not be collected on time.

PROCEDURE FOR FAILURE TO COLLECT

1. Initial Contact with Parents/Carers:

If a child is not collected at the agreed time, the class teacher or a designated member of staff will attempt to contact the child's primary contact (usually the parent or guardian) via the provided contact number(s). Staff in the school office are onsite until 6pm to make contact with parents.

2. Contacting Emergency Contacts:

If the parent/guardian cannot be reached, the staff member will attempt to contact the emergency contacts listed in the child's records.

3. Duration for Waiting:

Staff will wait with the child for **30 minutes** past the expected collection time.

4. Safeguarding Procedure:

If the child is still not collected after 30 minutes, and no contact has been made with the parent/carer or emergency contacts, the situation will be escalated to the **Designated Safeguarding Lead (DSL)**.

5. Further Action:

If the child is not collected within an hour, the **local authority** or **police** will be contacted, and the child's welfare will be reviewed in accordance with the school's safeguarding procedures.

STAFFING AND CHILD PROTECTION

- The designated staff member will remain with the child, providing comfort and reassurance until the child is collected.
- A detailed record of the incident will be kept, including the time the child was not collected, communication attempts, and any other actions taken.

PARENT/CARER RESPONSIBILITY

- Parents must inform the school if they are going to be late or if someone else is collecting their child. The school should be provided with up-to-date contact details and emergency contacts.
- Parents should notify the school promptly in the case of changes to the normal collection arrangements.