



Failure to Collect Policy

This policy is inclusive of all the pupils in the Prep School, Years 3-8

Reviewed: January 2026

Reviewed by: V Rae

PURPOSE

This policy ensures the safe and appropriate management of children who are not collected at the end of the school day or after school events. The safety and welfare of children are of utmost importance. Clear procedures are in place to manage late collection and protect children in accordance with statutory guidance, including Keeping Children Safe in Education (KCSIE 2025) and the Children Act 1989 & 2004.

PROCEDURES

Initial contact with Parents/Guardians

- 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 parent/guardian using the contact numbers provided.
- Staff in the school office are available until 6:00 pm to help make contact.

Contacting Emergency Contacts

- If parents/guardians cannot be reached, staff will contact the emergency contacts listed in the child's records.

Duration of Waiting

- Staff will supervise the child safely for up to 30 minutes past the expected collection time.
- The child will never be left alone and will be kept in a safe and calm environment.

Escalation and Safeguarding Procedure

- If the child is still not collected after 30 minutes, and no contact has been made, the situation will be escalated to the Designated Safeguarding Lead (DSL).
- If the child remains uncollected after 60 minutes, the school will:
 - Contact the police if urgent assistance is required to ensure the child's safety.
 - Contact Children's Services (Local Authority) for guidance.

Documentation

A detailed record of the incident will be kept, including:

- Time the child was not collected
- Contacts attempted (parents/guardians/emergency contacts)
- Actions taken and staff involved
- The DSL will review the incident and decide if further safeguarding actions are required.

STAFFING AND CHILD PROTECTION

A designated staff member will remain with the child at all times, providing reassurance and comfort. The child's welfare is the priority, and staff will follow safeguarding procedures throughout.

PARENT/CARER RESPONSIBILITY

- Parents must inform the school if they are delayed or if someone else will be collecting their child.
- Parents are responsible for providing up-to-date contact details and emergency contacts.
- Parents should notify the school promptly of any changes to normal collection arrangements.

REVIEW

This policy will be reviewed at least annually by the Designated Safeguarding Lead (DSL) to ensure it remains compliant with current legislation, statutory guidance and best practice.

Trigger for Additional Review

The policy will also be reviewed immediately if:

- There is a failure-to-collect incident.