

## Failure to Collect Children Policy

**Date Reviewed:** May 2025

Many of our children come to school on dedicated transport and are not dropped off or collected by parents. In the event that a contracted transport company do not collect a child the company will be contacted, the family will be contacted and the Transport team at the Local Authority will be contacted in order that they can make arrangements for the child to be collected.

When parents/family members are collecting a child from school in the event that a child is not collected from any of the school sites or collection is significantly delayed, the child will be reassured in order to cause as little distress as possible. In the event that a child is not collected by an authorised adult, we put into practice the agreed procedures as follows:

### Late Collection

- Parents of children starting school are required to provide specific information which is recorded on the child's registration form and includes information about any person who does not have legal access to the child.
- On occasions when parents or the persons authorised to collect the child are not able to do so, they should inform the school office of the names of the person collecting their child and of their relationship to the child.
- In the event that the parent/carer is running late or has made alternative collection arrangements with a friend/relative they must phone the school office to advise us of those changes so that both the school and child are aware.

### Non-Collection

If it appears that there have been no alternative arrangements made for the collection of a child by the parent/carer, the school staff should take the following steps:

- Staff will attempt to phone the parents/carers that are given on the child's form.
- Staff will attempt to contact any other adults identified as emergency contacts on file.
- Staff will attempt to contact any others parents/carers who are known to the family to gather information on the child's parent's whereabouts.
- All reasonable attempts are made to contact the parents or nominated carers or emergency contacts.

- The child does not leave the premises with anyone other than those named on the registration form or an adult who the parents have informed school have permission to collect the child.
- If no one collects the child after one hour and there is no one who can be contacted to collect the child, we apply the procedures for un collected children.
- Under no circumstances are the staff to look for the parent, nor do they take the child home with them. If there has been no contact made, or no staff available on the premises:
- We will contact Disabled Children's service for those children open to the service or we will contact Social Services for those children not open to DCS who will arrange for the child/young person to be cared for
- The Head teacher should discuss the incident with the parent/carer at the earliest opportunity in order to address the issue and prevent any further incidents.
- If there are two or more such episodes within a six-week period, staff should make a referral to social and health care. We will contact the local authority, social service department.