



Sidcot
Live Adventurously

Policy Name: Uncollected Child Policy and Procedure

Policy Number: 1.4

Date: 1 September 2026

Table of Contents

1	Statement of Intent	3
2	Scope and Distribution	3
3	Expectations of Parents	3
4	Procedure for Uncollected Children – Junior School	4
5	Procedure for Uncollected Children – Senior School	5
6	Safeguarding and Child Protection	5
7	Dropping children in School who have been asked to remain at home	
8	Review and Monitoring of this Policy	5
9	Other Policies Linked to this Policy	5
10	Document Change History	6
Appendix 1	Telephone Numbers Staff	7
Appendix 2	Social Care Team for the area in which the Child resides, ask to speak to the Duty Worker	7

1 Statement of Intent

1.1 The Governing Body and Senior Leadership Team of Sidcot School fully recognise their responsibilities to safeguard and promote the welfare of children and to work together with other agencies to ensure adequate arrangements within the School to identify, assess and support those children who are at risk of suffering harm or who are suffering harm or in need of help. Safeguarding is everyone's responsibility. This policy forms part of the safeguarding suite of policies.

1.2 The aim of this policy is to set out the procedure in the event that a child is not collected by an Authorised Adult at the end of a session/day.

1.3 An Authorised Adult is a parent, friend or relative who has been appointed by the child's parent or guardian on the school's registration form.

1.4 Our policy ensures that the child is cared for safely by an experienced and qualified practitioner who is known to the child. The School will ensure that the child receives a high standard of care whilst awaiting collection in order to cause as little distress as possible.

2 Scope and Distribution

2.1 This is a whole school policy with references to the Junior School and Senior School as appropriate.

2.2 This policy is available on our website and in hard copy form free of charge to inform parents and carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

3 Expectations of Parents

3.1 All parents are asked to provide the following specific information which is recorded on the School's Information Management System (ISAMS).

- Home address and mobile / home telephone numbers including 2 emergency numbers for those with parental responsibility.
- Place of work, address and telephone number (if applicable),
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent,
- Details of who has parental responsibility for the child,
- Information about any person who is prohibited from having contact with the child by way of Court Order,
- Any other court orders in force which relate to the child,
- Alternative contact details for when parents are aware that they will not be at home or in their usual place of work,
- Written details of the name and telephone number of the person who will be collecting their child on occasions when parents or the persons

normally authorised to collect the child are not able to collect the child, they provide us with. Parents will agree with the School, as to how the School will verify the identity of the person who is to collect their child.

- In the event that parents are not able to collect their child as planned, they must inform the School so that back-up measures can be put in place, Parents are provided with our contact telephone number on the website, in the Blue Book and on all correspondence.
- Junior School parents are asked to inform their child's teacher and the office if anyone other than themselves is collecting their child. When they arrive at school they will be asked the child's date of birth before being allowed to collect the child.
- Pre-School parents are asked to provide a code word which will be required when their child is collected including by any third party

Any change to contact details must be notified to the School as soon as possible.

4 Procedure for Uncollected Children – Junior School

4.1 We expect children to be picked up promptly at the end of the school day, or at the end of activities where these have been pre-booked. If this does not occur, we will assume an emergency has caused the delay and will instigate our procedure, unless parents contact us to let us know they will be delayed.

4.2 Parents of children who will be collecting their children more than 15 minutes later than our finishing time (3.30 pm for Early Years and Key Stage 1 children, 3.40pm for Key Stage 2 children) or (6pm where children are booked into After School Care) are reminded to telephone us if they are going to be delayed.

4.3 For children who are not collected at the expected time, the following procedure will be implemented: -

- Staff will check with the Reception/answer phone and/or the Out of Hours Care Worker to see if any messages have been received;
- Staff will call the parents on given contact numbers, if no one is available on these numbers, call the emergency contact numbers; efforts to be repeated if initially unsuccessful;
- During term time, contact shall be made with the Head of Junior School. During Holiday periods, contact should be with the Out of School Care Manager whose Contact details may be found at Appendix 1;
- If the child has still not been collected 2 hours after the appointed time, and no contact has been established with the parents or emergency contacts social care may be advised that a child in their care has not been collected. Advice and guidance will be sought with regards to next steps. It may be that social care have to make overnight arrangements for the child and that they endeavour to contact the parents, if necessary, liaising with the police. The child may remain at the School for the remainder of the school day until 6pm whilst arrangements are made;

-
- Contact should be made with the social care team for the area in which the Child resides, asking to speak to the duty Social Worker. Contact details may be found at Appendix 2;
 - A member of staff must remain with the child at all times. Under no circumstances will staff go to look for the parent/carer, nor will they take the child home with them;
 - A full written report of the incident will be recorded in the child's file, and parents may be invited to attend an interview to discuss the incident with the Junior Head or Deputy Designated Safeguarding Lead. Safeguarding procedures will be followed as appropriate as per the School's Safeguarding and Child Protection policy;
 - Depending on circumstances, the School reserves the right to charge parents for the additional hours worked by staff.

5 Procedure for Uncollected Children – Senior School

5.1 In the case of Senior School students the following procedures will be adopted:

- If the student is not collected within half an hour of the scheduled collection time, the School will call the contact numbers for the parent or carers. If there is no answer, the Teacher on Duty or member of SMT on Duty will begin to call the emergency numbers for this child. During this time, the student will be safely looked after;
- If there is no response from the parents' or carers' contact numbers or the emergency numbers within a one-hour period the Teacher on Duty or member of SMT on Duty will contact the social care duty officer on 01275 888 808. Social care will make emergency arrangements for the child and will arrange for a visit to be made to the child's house and will check with the Police. A full written report of the incident will be made.

6 Safeguarding and Child Protection

6.1 The School's Designated Safeguarding Lead (DSL) will keep a record of incidents on CPOMS where parents/carers do not collect a child from school, are late for no explained or good reason, or where there are repeated incidents. Staff will notify the Children's Social Care Team immediately if there is an unexplained absence of any child who is subject to child protection procedures, or an absence which has been explained, but where the School is concerned.

7 Dropping children at school who have been asked to remain at home

7.1 Parents who have been requested not to bring their child into school and do so anyway, will be contacted and asked to collect their child immediately. The child will remain in Reception whilst waiting for their parent to collect them from there.

8 Review and Monitoring of this policy

This policy will be reviewed annually by the Deputy Head Pastoral (the DSL) and Junior School Head. It is part of the annual safeguarding review. Sooner review may be required in the event of change to statute, or regulations or in the event of a significant incident.

9 Linked Policies

1.1 Critical Incident Management Policy

2.1 Safeguarding and Child Protection Policy & Procedure.

9 Document Change History

Date	Comment
29.08.2016 adopted by Board on 08.10.2016	Senior school included in the policy. Para inserted from safeguarding policy.
	Section 1 – Intent amended to reflect the wording of other safeguarding policies. Section 3 - Expectations of parents re contact details required from parents updated.
31.05.2016	Para 1 – Statement amended in line with other safeguarding policies. Para 3 information required updated. Original para 3 deleted – as policy now on website and parents are advised in newsletter/ prospectus of location of policies.
07.10.2017	SMT rota updated. Reviewed and adopted by Board at Annual Safeguarding Review.
06.10.2018	Reviewed. Provision made for 2 emergency contact numbers being required in accordance with Keeping Children Safe in Education 2018
05.10.2019	Minor changes Reviewed and adopted by Board of Governors at Annual Safeguarding Review
05.11.2020	Reviewed and adopted by the Pastoral Group.
09.10.2021	Reviewed by JSL. Updated contact numbers and removed staff who have left the school. Updated procedures for non-parent pick up from Junior School and EYFS Adopted by Board
05.10.2022	Reviewed, minor formatting changes

01.09.2023	Reviewed, minor formatting changes, removed reference to requiring the address and signature of authorised adults picking up a child
10.10.2023	Approved by Board as part of Annual Safeguarding Review
1 September 2024	Reviewed, no major changes
1 September 2025	Reviewed, no major changes Supervision ratio changed to reflect different ages of children who may be left at school. Section 7 - added a statement about procedures for children who are brought into school when parents have been specifically asked not to.
1 September 2026	Reviewed. Changed SIMS to ISAMS No major changes

Appendix 1 Telephone Numbers Staff

Joanna Leite (DSL) - Telephone 07471 900 671

Sarah Rice (DDSL) – 01934 845202 / 07442 869496

Cath Dykes (DDSL – Junior School) - 01934 845271

Emma King (DDSL – Junior School) 01934 845200

Emma Webster (DDSL and Out of Hours Care Manager) - Telephone 07849 644236

Appendix 2 Social Care Team for the area in which the Child resides, ask to speak to the Duty Worker:

North Somerset Council's social care Referral and assessment team Single point of access - SPA)	01275 888 808
Emergency duty team – evening and weekends	01454 615 165
Somerset County Council	0300 123 2224

Emergency duty team – evenings and weekends	0300 123 2327
Bristol City Council Referral and assessment (First Response)	0117 903 6444
Emergency duty team – evenings and weekends	0145 461 5165