

Maidensbridge Primary School

Uncollected Child Policy



Policy Date	Review	Created By
September 2026	September 2027	G Morgan
Version 3		

Introduction

The school has a duty to safeguard and promote the welfare of all children under Section 175 Education Act 2002. This policy sets out the actions the school will take if a child remains uncollected by an adult at the end of the school day.

Our daily dismissal procedures

- Children are dismissed by teachers at the end of the school day - children not collected are brought to wait in the main reception area.
- If children are not collected by 3:45pm for Reception to Year 6 and 3.30pm for Nursery and Pre-school, or parent/carer has not called to say when they are getting here, we call parent/carers or emergency contacts.
- Children may only walk home alone if the parent/carer has given permission.
- Children are only dismissed into the care of others if the known parent/carer has informed us of the name of who will be collecting the child, and that person can identify themselves.
- All staff are aware of children in their care for whom there are special restrictions on who can/can't collect the child.
- For children not collected within an hour see below: we are legally required to contact social services.

Keeping us up-to-date - requirements of parents

Parents of all children are asked to provide specific information for the school Management Information System. It is important that if there are any changes, parents update information on the system or inform the school so that the most current details are held. Information about any person who does not have legal access to the child must also be given to the school.

If parents are aware that they will not be at home or in their usual place of work, they should inform the school of how they can be contacted.

If parents or the persons normally authorised to collect the child are not able to collect the child, they must provide the school with details of the person who will be collecting their child. The school will agree with parents how to verify the identity of the person who is to collect their child.

If parents cannot collect their child as planned, they must inform the school as soon as possible.

Procedure for uncollected children

The school expects children to be picked up promptly at the end of the school day, which finishes at 3.30pm for Reception to Year 6 and 3.15pm for Nursery and Pre-school, or at the end of any after school activities.

If this does not occur, and parents have not made contact to let the school know they will be delayed, if a child is not collected after 15 minutes, we will call parent/carers or emergency contacts.

In the event of late or non-collection of a child by an authorised adult, the main concern of the staff will be for the safety and welfare of the child. The school ensure that the child receives a high standard of care in order to cause as little distress as possible.

For children who remain uncollected an hour after the end of the school day and the school has exhausted all efforts in contacting parents/carers and emergency contact numbers, the school is legally required to contact Children's Social Care, for advice and guidance. Contact will be made with Dudley Social Care Team.

If the parents/carers or emergency contacts cannot be contacted by Children's Social Care, the child will be admitted into the care of the local authority.

If there are any immediate, urgent concerns about a child's safety, the school will contact the Police 999 Emergency number.

A full written report of the incident will be recorded on CPOMS.

Parents attention will be drawn to the existence of this policy and procedures. The policy will be kept under regular review and updated to keep pace with changes to DfE guidance.

Related Policies

- Child Protection Policy
- Staff Code of Conduct Policy
- Educational Visits Policy
- Attendance Policy
- Missing Child Policy