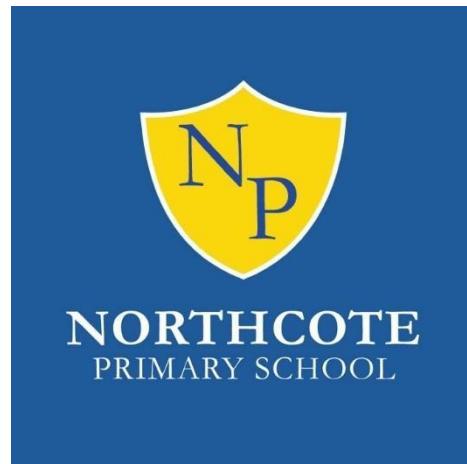


# Northcote Primary School



## Uncollected Children Policy

Date: September 2025

Review Date: September 2026

On rare occasions, children are not collected from educational settings before closing time. These guidelines, developed in conjunction with Children's Social Care and the Police, are written to help staff respond sensitively and consistently to ensure the safety and welfare of such children.

### **Our daily dismal procedures**

- Children are dismissed by teachers at the end of the school day - children not collected are brought to wait near the main reception area.
- The children will wait near the main reception until 3:45. If the children have not been collected by this time they will then be taken to Wrap Around After School Club. If the parent/carer has not called by this point to inform that they are running late, this will be recorded.
- Children may only walk home alone if the parent/carer has given permission and agreed by the school.
- 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. A password will be provided to adults unfamiliar to the school and/or child.
- 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 school records. It is important that if there are any changes, parents inform the school so that records can be updated and the most current details are held. Information about any person who does not have legal access to the child must also be given. 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 written details of the name, address and telephone number 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.

### **Our commitment to parents**

The school will use the child protection procedures as set out as set out in our Safeguarding and Child Protection Policy in the event that a child is not collected from school by an authorised adult within one hour of the end of the school day and staff can no longer supervise the child. 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 will put into practice agreed procedures to ensure that the child receives a high standard of care in order cause as little distress as possible. An authorised adult will be a parent, friend or relative that has been appointed by the child's parent or guardian.

### **Procedure for uncollected children**

The school expects children to be picked up promptly at the end of the school day, or at the end of any after school activities. If this does not occur, the school will assume an emergency has caused the delay and will instigate child protection procedures, unless parents make contact to let the school know they will be delayed. However, for children who remain uncollected **an hour after the end of the school day** and the school has exhausted all efforts in contacting parents/guardians and emergency contact numbers, the school is legally required to contact Children's Social Care, for advice and guidance. Contact will be made with the Social Care Team for the area in which the child resides:

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 our Safeguarding reporting platform, CPOMS. In the case of Early Years settings, Ofsted must be informed on 08456 404040 if the child has been referred to Children's Social Care

In case of emergency, contact the police on 999

Liverpool City Council Care Line is available 24 hours a day 7 days a week please call on

By telephone : 233 3800 (Adults) / 233 3700 (Children) By email: [wecanhelp@liverpool.gov.uk](mailto:wecanhelp@liverpool.gov.uk)  
Member of staff responsible : Mr G Anders

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