Luston and Shobdon Community Primary Schools Federation

including Luston Nursery

Uncollected Child Policy

Last reviewed	**24 Sep 2026**
Renewal due	**Sep 2027**

1. Policy Statement

At Luston and Shobdon Community Primary Schools Federation, we are committed to safeguarding and promoting the welfare of all our pupils. This policy sets out the procedures staff must follow when a child is not collected at the end of the school day or after a school activity. The safety and welfare of our pupils is paramount. We understand that there may be occasions when parents or carers are delayed, and this policy ensures that children are kept safe and that staff follow clear, consistent procedures.

2. Scope

This policy applies to:

- The end of the normal school day
- After-school clubs and activities
- Any other occasion when parents/carers are expected to collect their child

3. Roles and Responsibilities

The Executive Headteacher will:

- Ensure all staff are aware of and understand this policy
- Ensure emergency contact details for all pupils are kept up to date
- Decide when to escalate concerns to children's social care
- Review this policy annually

All staff will:

- Follow the procedures set out in this policy
- Ensure they know how to contact parents/carers and access emergency contact information
- Record all incidents of late collection
- Report repeated instances of late collection to the Executive Headteacher

Parents/carers will:

- Collect their child on time
- Inform the school immediately if they are going to be delayed
- Ensure the school has up-to-date contact details for themselves and at least two emergency contacts
- Inform the school if someone different will be collecting their child

4. School Day End Times

- **Reception to Year 6**: 3.05pm (Luston), 3.15pm (Shobdon)
- **After-school clubs**: As specified for each club (details provided at the start of each term)

5. Procedures When a Child is Not Collected

Step 1: Initial wait (0-15 minutes after collection time)

Actions:

- The child will remain with their class teacher or the after-school club leader
- The child will be kept calm and reassured
- Staff will check whether there has been any communication from the parent/carer (e.g. message left at the office, email)
-

Step 2: First contact attempts (15-30 minutes after collection time)

Actions:

- Move the child to the school office where they can be supervised by office staff
- Offer the child a drink and, if appropriate, a snack
- Contact the parent/carer using all available phone numbers
- If no response, contact the first emergency contact
- Continue attempting to contact the parent/carer and emergency contacts every 10 minutes

Recording:

- Record the time of each contact attempt and the outcome in the late collection log

Step 3: Escalation (30-60 minutes after collection time)

Actions:

- Continue attempts to contact all listed emergency contacts
- The Executive Headteacher and Head of School must be informed
- Continue to reassure the child and keep them occupied with appropriate activities
- Do not leave a single member of staff alone with the child - ensure at least two members of staff are present where possible

Step 4: Referral to children's social care (60+ minutes after collection time)

Actions: If after 1 hour we have been unable to contact the parent/carer or any emergency contact, the Executive Headteacher will:

- Contact Herefordshire Children's Social Care on **01432 260800** (or out of hours emergency duty team on **01432 261000**)
- Explain the situation and follow their advice
- Continue to care for the child until they are collected or alternative arrangements are made

Police involvement: We will contact the police if:

- There are immediate safety concerns about the child or parent/carer
- Children's social care advise us to do so
- We have serious concerns that something may have happened to the parent/carer

6. Collection of the Child

When the parent/carer arrives:

- Record the time of collection in the late collection log
- Record who collected the child and verify their identity
- If this is the first instance of late collection, explain our procedures and the importance of timely collection
- If there have been previous instances, the Executive Headteacher or Head of School will speak with the parent/carer

If someone other than the parent/carer collects the child:

- We will only release the child to someone listed as an emergency contact or someone the parent/carer has specifically authorised (confirmed by phone)
- We will ask for photo ID to verify identity
- We will not release a child to anyone we cannot verify

7. Recording and Monitoring

Recording requirements:

All instances of late collection must be recorded in the late collection log, including:

- Child's name and class
- Date and time the child should have been collected
- Time of each contact attempt and who was contacted
- Time the child was eventually collected and by whom
- Any explanation given by the parent/carer
- Any action taken

Monitoring:

The Executive Headteacher will:

- Review the late collection log half-termly
- Identify any patterns or repeated instances
- Take appropriate action where necessary

8. Safeguarding Concerns

Repeated late collection:

If a child is collected late on **3 or more occasions within a half term**, or if there is a pattern of late collection without reasonable explanation, this will be treated as a potential safeguarding concern.

The Executive Headteacher will:

- Meet with the parent/carer to discuss the concerns
- Offer support to help resolve any underlying issues
- Make it clear that continued late collection may result in a referral to children's social care
- Document the meeting and any agreed actions

Referral to children's social care:

We may make a referral to children's social care if:

- Late collection continues despite our intervention
- We believe the child is at risk of harm
- The parent/carer cannot provide a reasonable explanation
- There are other safeguarding concerns

All referrals will be made in line with our Child Protection and Safeguarding Policy and Herefordshire Safeguarding Children Partnership procedures.

9. Charges

We do not currently charge for late collection. However, we reserve the right to introduce charges if necessary, with appropriate notice to parents/carers.

If we introduce charges, we will:

- Give at least one half term's notice
- Set reasonable charges that reflect the cost of staff time
- Apply charges consistently and fairly

10. Communication with Parents/Carers

We will ensure parents/carers are aware of this policy by:

- Including it in our welcome pack for new parents
- Publishing it on the Federation website
- Reminding parents of collection times and procedures at the start of each term
- Sending reminders about the importance of timely collection and keeping contact details up to date

11. Staff Training

All staff (including teaching staff, support staff, office staff, and those running after-school clubs) will:

- Receive a copy of this policy as part of their induction
- Be trained on the procedures at the start of each academic year
- Know how to access emergency contact information
- Understand their safeguarding responsibilities

12. Related Policies

This policy should be read in conjunction with:

- Child Protection and Safeguarding Policy
- Behaviour Policy
- Health and Safety Policy

13. Policy Review

This policy will be reviewed annually by the Executive Headteacher and approved by the Governing Body.

Appendix A: Key Contact Information

School contacts:

- **School office:** Luston 01568615753
  admin@luston.hereford.sch.uk

  Shobdon 01568708386
  admin@shobdon.hereford.sch.uk

- **Executive Headteacher:** Mary Freeman

- **Head of School:** Kim Kilby (Luston)
  Georgina Morgan (Shobdon)

External contacts:

- **Herefordshire Children's Social Care:** 01432 260800
- **Out of hours emergency duty team:** 01432 261000
- **Police (non-emergency):** 101
- **Police (emergency):** 999

Appendix B: Late Collection Log Template

Date	Child's Name	Class	Expected Collection Time	Time Collected	Collected By	Contact Attempts Made	Explanation Given	Action Taken	Staff Member Recording