



St Peter's C of E Primary Academy Mansfield

Non-collection of a child policy and procedure.

Policy:	Non-collection of a child
Approved by:	LGB
Date:	04.06.26
Review Cycle:	Annually

Version	Date	Author	Changes
2025	March 2025	James Marshall	
2026	04.06.2026	Joanna Kaluza	Updated escalation section

In the unfortunate event that a parent or carer has not collected their child at the end of the school day (3:15pm for Foundation Stage 2, Key Stage 1 and Key Stage 2 and 11:30am and 3:30pm for Foundation Stage 1) the following actions will be taken:

- The child will be accompanied by the class teacher or teaching assistant to the main office area where they will remain in the care of a staff member.
- The staff member who initially takes responsibility for the uncollected pupil will notify the office and SLT immediately.
- A member of office staff or SLT will try to contact the parent on the home and mobile numbers provided.
- If unable to reach the parent/s, a staff member will attempt to make contact through the emergency contact numbers provided.
- If it is not possible to reach a suitable person on the authorised contact numbers, the child will attend wraparound provision from 3:35pm with a cost of £6.50. A member of staff will continue trying to reach a contact.
- Staff will not leave the premises to look for the parent or take the child home.
- Escalation to external agencies will occur if a parent/carers or an authorised emergency contact cannot be reached within 45 minutes of the end of the school session: by 4:00pm for afternoon sessions (3:15pm or 3:30pm finishing times) and by 12:15pm for FS1 morning children. If pupils remain uncollected beyond this period, the DSL (or DDSL) will contact Nottinghamshire MASH (0300 500 80 90) to report an uncollected child.
- It will be the decision of the duty social worker to take charge of the situation and decide what happens next.
- The member of staff who has taken charge of the situation will write a full written report of the incident as set out in our safeguarding policy. This will be recorded on CPOMs (our electronic child protection database) to the Senior Designated Person or Deputy Designated Person and be recorded and stored as confidential.
- In the event that the DP and DDP are not available, the office staff will alert them to the situation via telephone so that they can make a decision on next steps.