

Five Ways Primary School



Uncollected Child Policy

September 2026

Rationale

All staff at Five Ways are committed to ensuring that all pupils are safe whilst in the school's care. This policy sets out the procedures in place to safeguard pupils who are not collected at the end of the school day or following an after school activity organised by the school.

How do we ensure that all pupils are collected on time, by an appropriate person?

- Parents are made aware of the times pupils finish school through letters, information on the school website, induction meetings and literature etc. Staff are available on each door as pupils enter school in the mornings so any messages regarding the collection of children can be given.
- Where parents continually collect pupils late, the class teacher in the first instance will remind them of the time the school day finishes. If late collection continues to be an issue, this will be passed to the Senior Leadership team who will liaise with the parents.
- All Nursery, Reception and KS1 pupils are directly released to a parent/carer or other authorised adult. KS2 pupils are released at the end of the day from the nearest exit to the classroom they are in. They are frequently reminded of the procedure to go straight to the office if the person collecting them is not where they expect them to be or to return to the classteacher who will phone the office.
- If a pupil in Nursery, Reception or KS1 is not collected at the end of the day, they will wait with the teacher releasing them for a few minutes. If no-one collects them, they will be taken to wait outside the office and the office will be informed. The class teacher will then check the morning message board to see if anyone other than the usual person is expected to collect them. This information will be also be passed to the office.
- If any child has not been collected within 15 minutes of the end of the school day, the office will attempt to contact parents or carers using contact details available on SIMS to inform them that their child is waiting to be collected.
- Once the child is collected, a reason for late collection will be taken and noted in the late collection record so any patterns can be tracked. If a pattern becomes evident, this information will be passed to the Headteacher who may ask for the class teacher to arrange a meeting with parents or inform the EWO if it is deemed necessary.

What will we do if we can't contact anyone to collect a child?

- Once every effort has been made to contact all people on the emergency contact list and no-one is available, the SLT will speak to the relevant teachers, consider the individual case and phone ESAS (Education Safeguarding Advice Service) if they feel it necessary. Advice from Education Safeguarding Advice Service will then be taken and acted upon. The police will be called if necessary. If a member of the SLT is not

available then it is the responsibility of the Phase Leader or member of staff with the child to follow the same guidelines as the SLT would.

- The child must not be aware of this and must be kept calm and reassured that school are trying to contact someone to collect them. It may be more appropriate for them to go to a classroom with a familiar adult who will be able to supervise them and keep them calm.
- The same procedure will apply following an after school club or event. Only pupils in Years 5 and 6 will be allowed to walk home from a club on their own and this will only be with written, signed permission from a person with parental responsibility. If this permission has not been given, a phone call will be made to parents to gain verbal permission before a child is released. Written permission will then be sought before the next club or event. For pupils younger than this a conversation must take place between a member of the SLT and parents to discuss the safety of the child.

No child will be left unsupervised at the end of the school day and a member of the SLT must remain on the premises until the situation has been resolved and the child has been collected safely. In the absence of the SLT the Phase Leader should follow the guidelines above.