

Late/Non-Collection of Children Policy



Reviewed and approved by:	Governing Body	
Date Adopted:	September 2025	
Signed by:	Chair of Governors Kirsty Bull	Headteacher Jo Hall
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At Saltergate, we are dedicated to fostering a safe and nurturing environment where every pupil feels valued and secure.

If a pupil is not collected on time or if there is a delay in collection, we will ensure they are reassured and supported to minimise any distress.

If a pupil is not collected by an authorised adult, we will follow our established procedures to ensure their safety.

Collections

Parents are required to provide specific information, which is recorded on the child's Arbor page, including information about any person who does not have legal access to the child.

On occasions when parents or the persons authorised to collect the child are not able to do so, they should inform the school office of the names of the person collecting their child by 2.30pm on that day.

Late Collection

If a parent/carer is running late or has made alternative collection arrangements with a friend/relative, they should phone the school office by 2.30pm to advise us of those changes so that both the school and child are aware.

If pupils are not collected, then it may be necessary to take them to Kid's Club, and the parent will be charged for the session. This does not mean that the child has a place in this club from that point onwards.

Non-Collection

If it appears that there have been no alternative arrangements made for the collection of a child by the parent/carer, the school staff should take the following steps:

Staff will attempt to phone the parents/carers that have been named as authorised to collect

Staff will attempt to contact any other adults identified as emergency contacts on file.

All reasonable attempts will be made to contact the parents or nominated carers or emergency contacts.

The child will not leave the premises with anyone other than those named on the registration form or an adult whom the parents have informed school have permission to collect the child.

If no one who can be contacted to collect the child, it may be necessary to take them to Kid's Club, and the parent will be charged for the session. This does not mean that the child has a place in this club from that point onwards.

If no contact is made then it may be necessary to phone the police and give the child's details i.e. name, DOB, address, names of parents/carers and any other contact details. The police are likely to complete a home visit and/or undertake basic enquiries to locate the child's parents/carers.

If the police cannot locate an appropriate adult to come for the child, they will notify social and health care via the emergency duty team, who will arrange for the child to be cared for, (possibly with foster carers).

The police may decide to take the police protection order (PPO) as part of this

process.

The head teacher should discuss the incident with the parent/carer at the earliest opportunity in order to address the issue and prevent any further incidents.

If there are two or more such episodes within a six-week period, it is likely that school will refer the case to CSWS.