



# St Christopher's School & Nursery

(Including EYFS, Before & After School Care & Clubs)

## Non-Collection of Pupils Policy

UPDATED	REVIEW DATE
February 2024	March 2026
Name of staff member responsible for document: Helen Serrano, Bursar	
Adopted by Governing Body: November 2025	
Next Review by Governing Body: March 2026	

## **Statement of Intent**

The governors and staff of St Christopher's School fully recognise the contribution they make to safeguarding and promoting the welfare of children. We recognise that all staff, including volunteers, have a full and active part to play in protecting our pupils from harm and recognize the need to provide a caring, positive, safe and stimulating environment which promotes the social, physical and moral development of the individual child.

## **Aim**

In the event that an authorised adult does not collect a child from the end of the school day or session, we will ensure that the child receives a high standard of care from an experienced and qualified practitioner in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their child/children will be properly cared for.

## **Procedures**

- The parents or carers of the children at St Christopher's School are required to fill in a registration and entry form prior to starting and are requested to provide specific information including:
  - Home address and if possible two telephone numbers (such as mobile/work/home).
  - Details of, where possible, two contacts for emergency purposes in addition to the parents contact details.
  - The names and telephone numbers of adults who are authorised by the parents to collect their child, for example a childminder or grandparent.
  - Information regarding any person who does not have legal access to the child.
  - School asks parents to ensure their contact details are up to date at least once a year.
- On occasions when the parents or the usual authorised person is unable to collect the child, they must record the name of the person who will be collecting their child in the home/school contact book and/or email the office to ensure that the class teacher and or main office has details of the person.
- Parents should agree with their child's class teacher how the identification of the person who is to collect their child will be verified; this will usually be by an agreed password. We recommend that a photograph of the new person collecting the child is emailed to the school.
- Parents are informed that if they are not able to collect their child as planned, they must inform the school immediately so that arrangements can be made for them to attend After School Care and will be charged at the appropriate rate.
- If a child is not collected within half an hour of the agreed collection time, the School will call the contact numbers for the parent or carers. Where reasonably possible the School will hold more than one emergency contact number for each pupil.
- If there is no answer, the Headteacher/ Deputy Head/ After School Team will begin to call the emergency numbers for this child.

- During this time, the child will be safely looked after by the School.
  - If there is no response from the parents' or carers' contact numbers or the emergency numbers within a one hour period/ when the premises are closing, the Headteacher will contact the Social Care Duty Officer on 0300 470 9100, option 3 or 01483 517 898 after 5pm.
  - Social Care will make emergency arrangements for the child and will arrange for a visit to be made to the child's house and will check with the Police.
  - If there are any concerns regarding the welfare of the child or parents, the school will contact police directly.
  - The School will make a full written report of the incident.
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- The School will look after the child safely throughout the time that they remain under the School's care, by 2 members of staff, until such a time as they have been collected by a parent, guardian or carer, or until appropriate alternative care arrangements have been made with Social Care and/or the Police in order to prioritise the child's safety.
  - The School's DSL will keep a record of incidents where parents/carers do not collect a child from school or are late for no explained or good reason, or where there are repeated incidents.
  - If any concerns about the child's safety and welfare result, these will be dealt with in accordance with the School's Safeguarding and Child Protection Policy and procedures.