



SAINT NORBERT'S CATHOLIC VOLUNTARY ACADEMY

Mission Statement: To live, love and learn in the footprints of Jesus.

SCHOOL AND GOLDSTAR UNCOLLECTED CHILDREN POLICY

UN Convention on the Rights of the Child

As a Rights Respecting School, we acknowledge our role as 'duty bearers' in promoting and protecting children's rights.



Headteacher / Designated Safeguarding Lead:

Deputy Designated Safeguarding Leads:

Designated Safeguarding Governor:

Mr Alex Dawson

Miss Sadie Tonge and Mrs Louise O'Neill

Dr Chris O'Mara (Chair)

UN Convention on the Rights of the Child

As a Rights Respecting School, we aim to ensure that:

- Children enjoy the right to an education (Article 28);
- Children are protected from harm (Article 19).

Introduction

The safety of our children is our priority whilst they are in our care at school. This policy sets out our response to a child who has not been collected from school.

Responsibilities

We have the highest regard for the safety of children in our care, from the moment they arrive to the moment that they leave.

At the end of every day (or session in the case of Nursery), the school will ensure that all children are collected by a parent, carer or designated adult (older children may be allowed to go home alone with the permission of parents in writing or in person). If for some reason a child is not collected at the end of the day, the following procedures will be activated.

Procedures

- If a parent, carer or designated adult is more than 15 minutes late collecting their child, the Class Teacher/Business Manager will try to make contact with them or use any other emergency contact details in order to try to ascertain the cause for delay and how long it is likely to last. Messages will always be left on any answerphone requesting a prompt reply.
- Whilst waiting to be collected, the child will be placed in the care of the Goldstar Out of School Club. The staff will offer them support and reassurance.
- If, after repeated attempts, no contact is made with the parent, carer or designated adult, the child will remain in the care of the Goldstar Out of School Club.
- If no contact has been made to the school by the parent, carer or designated adult 30 minutes after the end of the Goldstar Out of School Club session, then the Manager or Supervisor will first inform the Headteacher – as Designated Safeguarding Lead. The Manager will then contact the Children and Family Service Duty Suite on 01724 296500 (9am-5pm Monday to Friday) or 01724 296555 (5pm-Midnight) for advice.
- In the event of the Duty Suite being called and responsibility for the child being passed to a child protection agency, the Manager will attempt to leave a further telephone message with the parent, carer or designated adult's answerphone. Furthermore, a note will be left on the door of the school and club's premises informing the parent, carer or designated adult of what has happened.
- Under no circumstances will a child be taken to the home of a member of staff, or away from the Goldstar Out of School Club premises, in the course of waiting for them to be collected at the end of the session.
- The child will remain in the care of Goldstar Out of School Club until they are collected by the parent, carer or designated adult, or alternatively placed in the care of the Children and Family Services.
- Instances of late collection will be recorded by the Headteacher and the Manager of the Goldstar Out of School Club and will be discussed with parents or carers at the earliest opportunity. Parents and carers will be informed that persistent late collection may result in Social Services being informed (in extreme cases).
- The school will apply a £10 fine for each instance of late collection from the Goldstar Out of School Club.

Please also see the Safeguarding Policy.

Policy updated: October 2025