



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. In relation to this policy, we aim to ensure particularly that:

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



Headteacher / Designated Safeguarding Lead:

Deputy Designated Safeguarding Lead:

Designated Safeguarding Governor:

Mr Alex Dawson

Mrs Louise O'Neill

Mr Steve Antrobus (Chair)

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's Services Single Point of Contact (SPOC) on 01724 296500 (9am-5pm Monday to Friday) or 01724 296555 (out of office hours) for advice.
- Where there are existing safeguarding concerns, or the circumstances of the failure to collect give rise to concern about the child's welfare or safety, the DSL will consider contacting Children's Services and/or the Police immediately rather than waiting for the timescales above to elapse.
- In the event of the SPOC being called and responsibility for the child being passed to a child protection agency, further attempts will be made to contact the parent/carers using all available contact details. Any information about the child's whereabouts will be communicated securely and will not be displayed publicly on the school premises.
- 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.
- All significant incidents of late or uncollected children will be recorded and brought to the attention of the Headteacher/DSL, with any safeguarding concerns recorded on CPOMS. Repeated or persistent late collection will be discussed with parents/carers and considered alongside any previous incidents and other relevant information known about the child or family. The DSL will consider whether the circumstances or pattern indicate unmet family need, neglect or another safeguarding concern and determine whether further action is required, including Early Help or referral to Children's Services where appropriate.
- Where applicable, a late collection charge may be made in accordance with the published terms and conditions of the Goldstar Out of School Club.

Please also see the Safeguarding Policy.

Policy updated: September 2026