Oxford Diocesan Schools Trust

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Protocol for Dealing with Children not Collected from School at the End of the School Day or School Activity

North Leigh CE Primary School

Valuing Everyone in our school, in our community, in our world.

This protocol was updated in September 2026.

The policy must be reviewed and updated at least every 12 months.

All children are provided with equal access to the curriculum. We aim to provide suitable learning opportunities regardless of gender, ethnicity or home background.

The impact of this policy on staff workload has been considered.

Signed *Ben McPherson* Headteacher *Sophie Warner* Chair of Governors

Date *7 September 2026*

PROTOCOL FOR DEALING WITH CHILDREN NOT COLLECTED FROM SCHOOL AT THE END OF THE SCHOOL DAY OR SCHOOL ACTIVITY

Agreed: September 2026 **Next Review Date: September 2027**

Introduction

North Leigh CE Primary School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity. This protocol explains those arrangements, which have been agreed with the local authority education services, children and families, assessment teams, police, and the Oxfordshire Safeguarding Children Board (OSCB).

This protocol will be brought to the attention of parents/carers, in writing, when their child first starts at the school. The protocol is also referred to in the school's child protection/safeguarding pupil's policy, of which staff and parents should also be made aware.

It is essential that parents provide the school with a record of their contact details i.e. names(s), address(es), home, work and mobile telephone number(s). If possible, parents should also provide the school with the contact details of at least two other relatives/carers who can be called when the parent/carer cannot be contacted or in the event of an emergency. The school will endeavour to keep this record up to date by reminding parents of the need to notify the school of any changes.

The school agrees to care for a pupil who has not been collected until such time as he/she is collected by a parent/carer, or appropriate alternative arrangements are made with their local assessment team and/or police to ensure the child's safety.

The school's designated person for child protection will keep a record of incidents where parents do not collect a child from school, are late in doing so, (for no good reason) or where this is a repeat occurrence. Any child welfare concerns arising out of such an incident(s) will be dealt with in accordance with the school's child protection procedures.

In all cases, the Headteacher will discuss the incident with the parent(s)/carer(s) at the earliest opportunity in order to address the issues and prevent any further incidents.

If there are three or more such episodes within a six-week period, staff should consider consultation with their local assessment team.

Procedure

In the event that a child is not collected by a parent or carer, this will be brought to the attention of the Headteacher or person with designated responsibility for child protection. The Headteacher or person with designated responsibility will then make every effort to contact the parent or carer or named alternative carer(s) as per the child's school records.

If the child has not been collected and no contact has been made with the child's parent(s) or carer(s) by 4.30pm (or within 30 minutes of the end of the school activity), the Headteacher or person with designated responsibility should telephone the police. If the child is known to the assessment team, contact should also be made with the child's allocated social worker or the emergency duty social worker if it is out of normal office hours. (See **Appendix A** for contact details).

When telephoning the Police/Assessment team, the following information should be provided:

- Brief circumstances of incident

- Child's details
  - Name(s)
  - date of birth
  - address
  - gender
  - ethnicity
  - religion
  - language spoken
  - special dietary needs
  - SEN/behavioural difficulties/medical needs

- Parent/carer/alternative carer details
  - name(s)
  - address(es)
  - home/work/mobile telephone number(s)

- Any current or previous child protection concerns

- Any previous incidents of not being collected from school

The police/assessment team will give advice and may carry out appropriate checks and make further attempts to contact the parent/carer. If the family is known to the assessment team and there are any concerns about the welfare of the parent/carer, the assessment team will ask the local police to visit the home address.

If an appropriate relative or carer is located, he/she will be asked to ensure that the child is collected from the school.

If at this stage, the police cannot locate an appropriate adult to come for the child or there is a genuine reason why the relative or carer is unable to do this, the police will notify the assessment team via the Emergency Duty Team (EDT) who will arrange for the child to be taken to a place of safety e.g. a temporary foster carer. The police may decide to take a Police Protection Order (PPO) as part of this process. They will notify the school of the child's placement and provide contact details as appropriate.

Plans for transporting the child will be dependent upon staff availability out of hours and will take into consideration, the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties etc provided by the school. Where possible, two adults should be present. If there is a shortage of staff a mini cab could be used with a suitable escort. The assessment team for the school area will liaise directly with the assessment team for the area in which the child resides, if this is different.

Children Regularly Transported Home

Where arrangements are in place for a child to be escorted home from school, **and there is no response at the home address, the driver will immediately notify the school. The school will take note of the name of the child, time of call and advice provided to driver.** If other children have to be taken home, the child will remain in the vehicle whilst this is done. The driver will leave a proforma as provided to him/her by the school at the child's address with the school's contact details (see Appendix B). Unless directed otherwise, the driver will then return the child to the school. In the meantime, in the event that the parent or carer continues to be unobtainable the school will liaise with the police/assessment team for the area in which the child resides.

Major Incidents

If an incident occurs which results in a large number of children not being collected, it may be necessary to accommodate the children at a single location until an appropriate carer is located. For this reason, the assessment team should be contacted at the earliest opportunity. If the nature of the incident is considered serious, the arrangements for collecting and caring for the children, including overnight placements, will form part of ODST's emergency plan.

APPENDIX A

CONTACT TELEPHONE NUMBERS	
School	Tel 01993 881525
Headteacher **Ben McPherson**	Tel 01993 881525
Designated person **Ben McPherson**	Tel as above
Education Social Work Service	Tel 01865 816669
Locality and community Support Service	Tel 0345 2412703
Emergency Duty Team	Tel 0800 833408
Mash Team	Tel 03450507666

APPENDIX B

Dear Parent/Carer

On / / at (time), there was no response when your child(ren) …….. was/were returned to his/her/their address as previously arranged. Unless the school instructs otherwise, the driver will return your child to the school and arrangements will be made to ensure his/her safety.

Please ring the school on ……* as soon as possible. If no-one is available when you call, please contact the early years and families assessment team on ……* or the police on …… *

Yours faithfully

Mr/Mrs/Ms

……

Headteacher

* Please ensure these details are completed by the school before leaving the school and a copy is given to the driver before leaving the school premises