

Non-collection of Children Policy



Westbury House School

September 2025

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1 **Aims**

- 1.1 This is the non-collection of children policy of Westbury House **(School)**.
- 1.2 The aims of this policy and related procedures are to provide a framework to ensure that in the event that a child is not collected by an authorised adult at the end of the day, the School puts into practice agreed procedures which ensure that:
 - 1.2.1 the child is cared for safely by an experienced and qualified practitioner who is known to the child
 - 1.2.2 the child receives a high standard of care in order to cause as little distress as possible; and
 - 1.2.3 parents know our procedures so that, if they are unavoidably delayed, they will be reassured that their child will be properly cared for.

2 **Scope and application**

- 2.1 This policy applies to the whole School, including the Early Years Foundation Stage **(EYFS)**.

3 **Regulatory framework**

- 3.1 This policy has been prepared to meet the School's responsibilities under:
 - 3.1.1 Education (Independent School Standards) Regulations 2014
 - 3.1.2 *Statutory framework for the Early Years Foundation Stage* (DfE, September 2025)
 - 3.1.3 Education and Skills Act 2008
 - 3.1.4 Data Protection Act 2018 and General Data Protection Regulation (GDPR); and
 - 3.1.5 Childcare Act 2006.
- 3.2 The following School policies, procedures and resource materials are relevant to this policy:
 - 3.2.1 safeguarding and child protection policy and procedures
 - 3.2.2 risk assessment policy for pupil welfare.

4 **Publication and availability**

- 4.1 This policy is published on the school website.
- 4.2 is available in the Parent Handbook.
- 4.3 This policy is available in hard copy on request.
- 4.4 A copy of the policy is available for inspection from the School Secretary during the School day.
- 4.5 This policy can be made available in large print or if required.

5 **Responsibility statement and allocation of tasks**

- 5.1 The Proprietor has overall responsibility for all matters which are the subject of this policy.

- 5.2 To ensure the efficient discharge of its responsibilities under this policy, the Proprietor has allocated the following tasks:

Task	Allocated to	When / frequency of review
Keeping the policy up to date and compliant with the law and best practice	Head	As required
Monitoring the implementation of the policy, relevant risk assessments and any action taken in response and evaluating effectiveness	SLT	As required, and at least termly
Maintaining up to date records of all information created in relation to the policy and its implementation as required by the GDPR	Data Coordinator	As required, and at least termly
Seeking input from interested groups (such as pupils, staff, parents) to consider improvements to the School's processes under the policy	Head	As required, and at least annually
Formal annual review	ILG	Annually

6 Procedures for uncollected children

- 6.1 We ask parents to provide specific information which is recorded on our Management Information System (MIS), iSams including:

- 6.1.1 home address and telephone number
- 6.1.2 place of work, address and telephone number (if applicable)
- 6.1.3 mobile telephone number and email address
- 6.1.4 names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the School, for example a child minder or grandparent
- 6.1.5 information about any person who does not have legal access to the child; and
- 6.1.6 who has parental responsibility for the child.

- 6.2 On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they can contact the School Secretary with details of the authorised agent. We agree with parents how to verify the identity of the person who is to collect their child.

- 6.3 Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can make alternative arrangements. We also inform parents that – in the event that their children are not collected from the School by an authorised adult and the staff can no longer supervise the child on our premises – we apply the procedures as set out in this policy.
- 6.4 If a child is not collected at the end of the day, the School will follow the procedure below:
- 6.4.1 The School Secretary, Form Tutor as well as the After School Club leader will confirm that there is no information about changes to the normal collection routines.
- 6.4.2 if no information is available, parents are contacted at home and at work (as applicable) to ascertain a new anticipated collection time. Meanwhile, the child will be supervised in After School Care.
- 6.4.3 if this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose telephone numbers are recorded on the MIS are contacted.
- 6.5 All reasonable attempts are made to contact the parents or nominated carers. The child will not leave the premises with anyone other than those named on iSams.
- 6.6 If no one collects the child after 6pm, the parents and those authorised by the parents will be contacted, as outlined in section 6.4 above.
- 6.7 If no one collects the child after 6.30pm and there is no one who can be contacted to collect the child, the Designated Safeguarding Lead is contacted.
- 6.8 Further action will be taken in accordance with the advice of children's social care.
- 6.9 Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- 6.10 The School reserves the right to charge parents for the additional hours worked by our staff.

7 Training

- 7.1 The School ensures that regular guidance and training is arranged on induction and at regular intervals thereafter so that staff and volunteers understand what is expected of them by this policy and have the necessary knowledge and skills to carry out their roles.
- 7.2 The level and frequency of training depends on role of the individual member of staff.
- 7.3 The School maintains written records of all staff training.

8 Record keeping

- 8.1 All records created in accordance with this policy are managed in accordance with the School's policies that apply to the retention and destruction of records.
- 8.2 Where there are specific record keeping requirements under this policy, these are set out below:
- 8.2.1 If a child is uncollected a full written report is recorded in the child's file.

- 8.3 The records created in accordance with this policy may contain personal data. The School has a number of privacy notices which explain how the School will use personal data about pupils and parents. The privacy notices are published on the School's website. In addition, staff must ensure that they follow the School's data protection policies and procedures when handling personal data created in connection with this policy. This includes the School's data protection policy and information security policy.

9 **Version control**

Date of adoption of this policy	March 21
Date of last review of this policy	September 2025
Date for next review of this policy	Autumn 2026
Policy owner (SMT)	Head
Policy owner (Proprietor)	ILG