New Seaham Academy

Uncollected Child Policy 2026-2027

At the close of the day we will ensure all children are collected by a parent, carer or designated adult.

If a child is not collected at the correct time the following actions will take place:

- If a parent, carer or designated adult is more than 10 minutes late in collecting their child the Head Teacher/Nominated person on duty will be informed
- The school office will try to contact the parent, carer or designated adult by telephone.
- If unsuccessful the school office will try to speak to any nominated contact person by telephone.
- The school office will continue to try to contact parents, carers or any other emergency contact person at 10 minute intervals throughout the remainder of the day.
- The child will remain the responsibility of the school and in no circumstances will be taken from the school by any person who is not authorised to collect the child.
- If, using all available contact numbers, the school office has been unsuccessful in identifying a reason for the delay in collection and a suitable contact is not available to collect the child the Headteacher or DSL will contact Police 101 and/or First Contact 03000 267979
- Two members of staff will remain on the premises with the child. Under no circumstances will the child be taken to the home of a member of staff or any other unauthorised person.
- If school has no alternative but to leave the child with the Social Care, the Headteacher or DSL will try to contact Parents leaving recorded messages where possible explaining what action has been taken.
- All incidents of late collection will be recorded and will be discussed with parents or carers at the earliest opportunity.