International School of London

Uncollected Child Policy

Date reviewed:
August 2025

To be reviewed:
August 2026

Mission statement

Since 1972, we have established a welcoming and inclusive community. Our diverse cultures and languages drive all our learning experiences.

We nurture creativity and curiosity to stimulate deep thinking. We foster insight, compassion and resilience to enable us to play a meaningful part in a changing world.

Vision statement

We celebrate our stories, our worth and our purpose to make a difference in a shared world.

At the International School of London, we believe in:

Empowering students to maximise their learning opportunities and to fulfil their potential.

Actively integrating cultural diversity in the curriculum.

Creating inclusive, vibrant and innovative learning communities.

Offering a diverse and extensive international programme that supports personal, social and professional growth.

Purpose

This policy sets out the framework for a clear appraisal process of teachers, including the headteacher, and for supporting their development within the context of the School's plan for improving educational provision and performance, and the standards expected of teachers. It also sets out the arrangements that will apply when teachers fall below the levels of competence that are expected of them.

We believe this policy should be a working document that is fit for purpose, represents the school ethos, enables consistency and quality across the school and is related to the following legislation:

- Education Act 1996
- Children Act 2004
- Safeguarding Vulnerable Groups Act 2006
- Equality Act 2010
- Children and Families Act 2014
- Keeping Children Safe in Education 2021

The following documentation is also related to this policy:

- Equality Act 2010: Advice for Schools (DfE)
- Keeping Children Safe in Education: Statutory Guidance for Schools and Colleges (DfE)
- Working Together to Safeguard Children: A Guide to Inter-agency Working to Safeguard and Promote the Welfare of Children

We aim to provide a safe, secure, healthy and pleasant learning environment for all our children, school personnel and visitors. We have in place security procedures that will reassure parents that their children are safe from the time they arrive at school to the time they leave.

We will ensure that at the end of the school day and after co-curricular activities (after-school clubs) all children are collected by their parents/carers or a designated adult. Children will remain in the care of the School until they are collected by their parent/carer or a designated adult, unless they are of an age whereby the School has received written parental consent for the child to leave the School premises unsupervised.

We, as a School community, have a commitment to promote equality. Therefore, an equality impact assessment has been undertaken and we believe this policy is in line with the Equality Act 2010.

We all have a responsibility to ensure equality permeates into all aspects of school life and that everyone is treated equally irrespective of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation. We want everyone connected with this school to feel safe, secure, valued and of equal worth.

We believe it is essential that this policy clearly identifies and outlines the roles and responsibilities of all those involved in the procedures and arrangements that are connected with this policy.

Aims

- To ensure the safety and security of children not collected on time at the end of the school day and after co-curricular activities (after-school clubs).
- To ensure compliance with all relevant legislation connected to this policy.
- To work with other schools and the local authority to share good practice in order to improve this policy.
- To ensure that all safeguarding measures are in place so that children not collected at the end of the day are safe and looked after.

Responsibility for the Policy and Procedure

Role of the Head of School

The Head of School will:

- ensure all school personnel, pupils and parents are aware of and comply with this policy;
- ensure that all staff supervising uncollected children have had all necessary checks, are up to date with safeguarding trainings, and see the safety and wellbeing of the student as a priority.
- ensure procedures are in place to ensure the safety and security of children not collected on time:

- If the child is not collected by fifteen minutes after the end of the day and after co-curricular activities (after-school clubs) then contact the parents/carers using the up to date pupil emergency contact details.
- If unsuccessful, then contact the other named adults authorised by parents/ carers.
- If the child is not collected after one hour, inform the Designated Safeguarding Lead and then contact the local authority social care team.
- The child stays within school with two members of staff in attendance until collected.

- ensure school personnel, parents and children are aware of these procedures;
- provide leadership and vision in respect of equality;
- make effective use of relevant research and information to improve this policy;
- provide guidance, support and training to all staff;
- monitor the effectiveness of this policy by speaking with pupils, school personnel, parents and governors;

Role of School Personnel

School personnel will:

- implement this policy if any child is not collected on time;
- undertake the following procedure if a child is uncollected:

  - Reassure the child who has not been collected on time that they have not been forgotten.
  - Call the parent/carer or designated person after fifteen minutes of waiting.
  - Try other emergency contact numbers if the parent/carer cannot be contacted.
  - Two members of staff to wait with the child providing as much support and reassurance as is necessary.
  - The child must not be released into the care and supervision of another adult until they have verbal permission from the parent/carer.
  - The child must not be escorted or taken home by any member of school staff.
  - The local Children Services Department must be contacted if, after repeated attempts, no contact has been made with the parent/carer or designated person.
  - Leave a message and contact number for the parent/carer or designated person informing them that their child is being looked after by the local authority.
  - Record all incidents of late collection.
  - Meet with parents who are persistently late in collecting their children.
  - After each incident, assess security procedures.

- implement the school's equalities policy and schemes;
- report and deal with all incidents of discrimination;
- attend appropriate training sessions on equality
- report any concerns they have on any aspect of the school community.

Role of Pupils

Pupils are regularly reminded:

- of the emergency procedures if they are not collected at the end of the school day;
- to report to a member of the school personnel if they are not collected on time;
- to remain in the school in the charge of two members of staff until they are collected.
- to listen carefully to all instructions given to them.

Role of Parents/Carers

Parents/carers must:

- be aware of the safety and security procedures if their children are not collected on time;
- be aware that the school may impose fines and/or not permit their child/children to participate in extra-curricular activities for a set period of time if they are repeatedly collected late;
- ensure the school has up to date contact details:

    - Home address
    - Home telephone number
    - Mobile numbers
    - Place of work contact details
    - Names and contact details of two adults (grandparents/neighbours/close friends/child-minder) who are authorised by the parents/carers to collect their child.

- have the school's contact details;
- ensure that their children are collected promptly;
- contact the school to explain that they will be late to collect their child;
- contact the school to explain that they will be late to collect their child and that a designated person known by the school will be collecting their child;
- be asked to take part periodic surveys conducted by the school;
- support the school Code of Conduct and guidance necessary to ensure smooth running of the school.

Raising Awareness of this Policy
We will raise awareness of this policy via:

- the School Handbook/Prospectus
- the Co-Curricular Activities Programme Handbook
- the school website
- the Staff Handbook
- meetings with parents such as introductory, transition, parent-teacher consultations and periodic curriculum workshops
- school events
- meetings with school personnel
- communications with home such as weekly bulletins and newsletters

Training

All school personnel:

- have equal chances of training, career development and promotion
- receive training on induction which specifically covers:
  - All aspects of this policy
  - Safeguarding and Child Protection
  - Health and Safety
  - Supervision of Pupils
  - Pastoral Care
  - Home-School Agreement
  - Parental Responsibility
  - Equal opportunities
  - Inclusion

- receive periodic training so that they are kept up to date with new information
- receive equal opportunities training on induction in order to improve their understanding of the Equality Act 2010 and its implications.

Equality Impact Assessment

Under the Equality Act 2010, we have a duty not to discriminate against people on the basis of their age, disability, gender, gender identity, pregnancy or maternity, race, religion or belief and sexual orientation.

This policy has been equality impact assessed and we believe that it is in line with the Equality Act 2010 as it is fair, it does not prioritise or disadvantage any pupil and it helps to promote equality at this school.

Monitoring the Implementation and Effectiveness of the Policy

The practical application of this policy will be reviewed annually or when the need arises by the Head of School and the nominated Safeguarding Lead.

A statement of the policy's effectiveness and the necessary recommendations for improvement will be presented to the Senior Leadership Team for further discussion and endorsement.

Linked Policies

- Child Protection/Safeguarding Policy
- Health and Wellbeing
- Parent & Student Handbook

At ISL London, Safeguarding and promoting the welfare of children is everyone's responsibility. Everyone who comes into contact with children and their families has a role to play. In order to fulfil this responsibility effectively, all practitioners should make sure their approach is child-centred. This means that they should consider, at all times, what is in the best interests of the child.