



Procedure in the Event of a Child Not Collected

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Purpose:

To ensure an uncollected child is safely returned to their parent/carer, agreed emergency contact or Children's Services as quickly as possible and with the minimum distress to the child.

Background:

All children have an emergency contact list completed upon admission to Nursery, School and After-School Club. Parents are reminded regularly in newsletters to keep contact details updated. If a child is not collected at the end of a session, the following procedure is followed:

Action if a child is not collected:

If the parent/carer has failed to contact the school to explain that they are going to be late, staff will telephone all the contact emergency numbers available for that pupil. Staff will make every effort to contact a responsible adult to ensure the pupil is collected.

If it is not possible to contact a responsible adult, the following procedures apply.

- Nursery children aged 3-4 years: After 1 hour, if it has not been possible to contact the parent, carer or emergency contact, then school will contact First Response. (First Response give advice and guidance to schools, settings and childcare providers and can advise when a referral to Children's Services may be appropriate).
- All pupils: After 1 hour if it has not been possible to contact a parent, carer or emergency contact, school will contact First Response.
- All pupils: Allow 15 minutes after the official closing time of school of 3.05 pm. Staff then take the pupil to the main office. The pupil will be taken to Acorns After-School Club whilst we continue to try to contact parent or carer.
- *Parents or carers should expect to pay a charge to use Acorns facility.* Late collection fees are £5 per 15 min and £10 per 15 min after 6pm.
- Until such a time as the child is passed on to the care of those within the actions agreed with Nursery, School, After School Club or Children's services, staff will continue to provide appropriate care and reassurance to the child.

If you are going to be late collecting your child from school for any reason, please make sure that you contact the school and let us know. The staff can then reassure your child that you are on your way and again prevent them from becoming distressed. Discretion is used in exceptional circumstances such as major disasters or unexpected early closures.

Action to follow up an incident of a child not collected:

On the first occasion when a child has not been collected, the school will consider the most appropriate response to ensure the incident will not be repeated. The level of action will depend on the context of the situation. As soon as practicable after the incident, the teacher will record the incident and outcomes in the nursery, school, extended care log, late pick-up book.

For parents or carers who repeatedly fail to collect their child on time from school, a letter will be sent and meetings with the parent/carer should be set up to address this.

If there is no improvement, First Response will be contacted on **0800 13 13 126. 8 am-5 pm.** Emergency **out of hours 0845 604 2886.** The Academy will act on advice from First Response i.e. If the parent fails to collect then the Police will be contacted.

Review dates: March 2011, Nov 2015. Jan 17, Dec 19