



# 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\After School Childcare provision. Parents are reminded at regular intervals in newsletters to keep this updated. If a child is not collected at the end of a session, the following procedure will be 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 numbers (including emergency numbers) available for that pupil and make every effort to make contact with a responsible adult to ensure the pupil is collected. If it is not possible to contact a responsible adult, the following procedures apply. *Please note that there will be very few occasions when these procedures are needed.*

Nursery aged pupils 3- 4 years attending part time – After 30 min if it has not been possible to contact the parent/carer/emergency contact, then school will contact First Response. They can give advice and guidance to schools, settings and childcare providers about any concerns in this area and can advise when a referral to Children's Services may be appropriate.

1. All pupils – where After school child care provision is full – After 45min if it has not been possible to contact a parent /carer/emergency contact, then school will contact First Response.

2. All pupils - where After school child care provision is available – Allow 30 minutes after the official closing time of school ie 3.45pm. Send pupil to After school club and continue to try to contact parent or carer. Parents or carers should expect to pay a charge to use this facility. If contact has still not been made after 45min school DSL will contact First Response.

3. All pupils - who usually attend After school childcare provision - Allow 30 minutes after the official closing time of After school Club to make contact with parents/carers/emergency contacts or for the parent/carer to make contact. After 30 minutes, if contact with the parent/carer/emergency contact has not been made, then contact First Response.

Until such a time as the child is passed on into the care of those within the actions agreed with Children's services\ the nursery\school\after school\ 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 will be used with the above procedures in exceptional circumstances such as major disasters or unexpected early closures.

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

On the first occasion when a child has not been collected, the school will consider the most appropriate response to ensure the incident is not 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 this fails to improve the situation then First Response will be contacted on: 0800 1313 126. 8am-6pm. Emergency out of hours 01785 354030

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