



Uncollected Child Policy

Signed by:	
Head Teacher	Mrs Sarah Bitcon
Chair of Governors	Authority Delegated to Head Teacher
Date Adopted	20 January 2022
Date of last Review	Autumn Term 2025
Date of Next Review	Autumn Term 2027

Statement

If a child is not collected by an authorised adult at the end of a session/day, we will put into practice agreed procedures. We will ensure that the child receives a high standard of care to cause as little distress as possible.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Operational Response

If a child is not collected at the end of the session/day, we follow the following procedures:

- Enquiries will be made with the school office and the class teacher for any information about changes to the normal collection routines or to ascertain if any message from the parent/carer has been received.
- If no information is available, parents/carers will be contacted by phone.
- 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 Admission Form – will be contacted.
- All reasonable attempts are made to contact the parents or nominated carers. The child must not leave the premises with anyone other than those named on the Admission Form or in their file.
- The Head Teacher, or designated deputy, must be informed.
- Under no circumstances will staff members go and look for the parents.
- A staff member will always supervise the pupil.
- A detailed record of the action taken, and the calls made, will be kept.
- If it has not been possible to contact the pupil's parents or emergency contacts, and no one has arrived to collect the child within **1 hour** since the arranged collection time, the school's child protection procedures will be followed, and Children's Services and the police will be contacted:

The **Family Front Door at Worcestershire County Council** should be contacted on the numbers shown below:

During the following working hours telephone 01905 822666

8.30am-5.00pm – Monday to Thursday, 8.30am-4.30pm – Friday

Out of hours: 01905 768020

- The child must stay at the setting in the care of two fully vetted members of staff until the child is safely collected either by the parents or by a Social Care Worker. **Under no circumstances do staff take the child home with them.** Wherever possible, Pre-school children will be looked after by a member of the Pre-school team.
- Social Care will aim to find the parent or relative if they are unable to do so, the child will become looked after by the local authority.

- A full written report of the incident is recorded on CPOMS.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff.
- Once the situation has been resolved, the reason the circumstances arose will be established and noted, and steps to avoid recurrence will be taken by the school and parents.

Links to other Policies

- Critical Incident
- Early Years
- Safeguarding

Review

This policy will be reviewed every two years by the Head Teacher unless otherwise necessary.