ECCLESTON PRIMARY SCHOOL

incorporating

Beechbuds Pre-School

Uncollected Child Procedure

Inspiring independent learners to thrive in a changing world

UNCOLLECTED CHILD PROCEDURE

Policy Statement

In the event that a child is not collected by an authorised adult by their expected collection time (at the end of the school or pre-school day), we put into practice agreed procedures. These ensure the child is cared for safely by an adult who is known to the child. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

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

Procedures

- Parents of children starting at school and pre-school are asked to provide the following specific information which is recorded:
  - Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a close relative.
  - Both parents/ carers place of work, address and telephone number (if applicable).
  - Both parents/carers mobile telephone number (if applicable).
  - Names and telephone numbers of adults who are authorised by the parents/carers to collect their child from pre-school.
  - Who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child, this will be stored on CPOMS – our School Safeguarding software.
- Parents/carers must provide an emergency contact number for occasions when they are aware that they will not be at home or in their usual place of work.
- If a new or previously unseen adult is collecting the child the password, that is set by the parent/carer, will be required. The password can be reset by the parent/carer at any time in the year by contacting the school office.
- Parents/carers must inform us immediately if they are not able to collect the child as planned so that we can begin to take back-up measures. All parents and carers are given our school contact telephone number.

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

- The child's personal details will be checked for any information about changes to the normal collection routines.
- If no information is available, parents and carers will be contacted at home, at work, on their mobile phone and on the emergency contact number.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting will be contacted.
- All reasonable attempts will be made to contact the parents or nominated carers.
- The child will not leave the premises with anyone other than those named on the Data Collection Form or an adult who knows the child's collection password.

- **If the child is not collected by 5.30pm,** and there is no-one who can be contacted to collect the child, we will apply the following procedures for uncollected children:
  - The Designated Safeguard Lead or one of our Deputy Designated Safeguard Leads will contact our local authority Child Protection Team on: 0300 123 6720
  - The child will stay at school in the care of two members of staff, until the child is safely collected either by the parents or by a social worker.
  - We will ensure that the child is not anxious and we will not discuss any concerns in front of them.
  - 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.
  - Under no circumstances will staff go to look for the parent or take the child home with them.
  - A full written report of the incident is recorded on CPOMS – our school Safeguarding software.

- Depending on circumstances, we reserve the right to charge parents a "Late Collection Fee" for the additional hours worked by our staff.

Late Collection of Child

We understand when there is a real one-off emergency, and you cannot get to school and pre-school on time to collect your child. In these circumstances, we ask you to telephone school immediately to let us know the situation and to inform us which of the authorised adults named will be collecting your child on your behalf.

However, if your child is regularly collected late from school and pre-school, this causes us issues with staffing and costs. We therefore reserve the right to charge the following "Late Collection Fees" when children are persistently being collected late from their session at school and pre-school:

School Fees
£5.50 up to 4.45pm
£9.00 up to 6pm

Beechbuds Fees
£11.25 Session fee

Review of Uncollected Child Procedure
Reviewed: December 2026
Next Review Date: December 2027