



Northbrook Primary School Uncollected Child Policy



Adopted by Governors/HT
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2019
Person Responsible : HT



Navigating pathways to success

Uncollected Child Policy

Purpose

Northbrook Primary School recognises that it has a statutory duty to safeguard and promote the welfare of its pupils, and that this duty extends to having arrangements in place for dealing with children not collected from school at the end of the school day or school activity and guidance for parents in the event of them being late/unable to collect their child.

Aims

- To keep children safe.
- To ensure that all members of the school community are aware of the correct procedures for the end of the school day.
- To highlight the importance of maintaining clear lines of communication and up-to-date contact details.

Before a child starts school, office staff will record the address and contact details of both parents/ person with parental responsibility for the child along with details of the child's emergency contacts. The adults with parental responsibility must inform the school of changes to any of these details.

This policy and protocol is shared with parents upon induction to the school.

The school expects children to be collected at the end of the school day, which is 3.10p.m for Reception children and Key Stage 1 and 3.15p.m. for Key Stage 2.

The school gates are opened by 2.45 p.m.

Children in Key Stage One are let out of class at 3.10p.m. and handed over to their parent/carer. Parents/carers are expected to wait outside the Reception / KS1 door to collect their child.

Children in Key Stage Two are let out of class at 3.15p.m..

Parents/carers are expected to wait for their child in the playground area, near to their child's classroom.



Children in Year 5 and 6 may walk home on their own if parental permission has been given on the consent form that is given out each September. Parental consent can also be given in writing throughout the year.

An identified adult must collect children in Year 2 or below from school.

We will not allow your child to be taken home by another adult or child aged 16 years+ unless this has previously been arranged by the parent/carer and s/he has given permission

This policy should be followed on those occasions where a child has not been collected from school at the end of the day and it has not proved possible to contact the parents/carers/emergency contact person for the child. These situations are time consuming for the school and can be upsetting for the child, but in the majority of cases the child is collected albeit late from school.

There may be occasions when parents/carers fail to collect a child due to an accident, illness or other emergency that will result in the child not being able to go home at the end of the day. On these occasions, it is important that a protocol is available which ensures the child is looked after in a safe and welcoming environment.

The guiding principle in dealing with any situation in which a child is not collected from school must be to minimise distress to the child and for him or her to remain in familiar surroundings and/or with familiar people for as long as possible. It is important that the child does not overhear potentially stressful conversations whilst school are trying to contact parents/carers.

If a child has not been collected, the school should make every possible attempt to contact the parents /carers. The child may well be able to indicate if something out of the ordinary has happened at home (e.g. parental illness or absence).

On some occasions, another parent may offer to take a child home with them. School will not release a child into the care of another adult without the consent of the parents/carers.

Members of staff will not take, or drive, a child to their home or to the home of the child unless, in exceptional circumstance, this is agreed with parents or other statutory partners (i.e. social care/ police).

Plans for transporting the child will be dependent upon staff availability out of hours



and will take into consideration the need for adequate insurance cover, appropriate gender balance, and any information about special needs or behavioural difficulties. Where possible, two adults should be present.

If the school cannot contact anyone, they will make every effort to reassure the child and keep him/her in a friendly and familiar place until an identified person arrives. If no one has arrived after one hour following the school closing time and no contact has been made, the school will contact the Local Authority's Children's Social Care Team.

The school's designated/ deputy safeguarding lead for child protection will keep a record of incidents where parents do not collect a child from school, are late in doing so, (for no good reason) or where this is a repeat occurrence. Any safeguarding/ welfare concerns arising out of such an incident will be dealt with in accordance with the school's safeguarding procedures.

Children not collected from school are the overall responsibility of the Headteacher and any other safeguarding lead.

GUIDANCE FOR PARENTS/CARERS IN THE EVENT OF A PARENT/CARER NOT ARRIVING TO COLLECT THE CHILD AT THE END OF THE SCHOOL DAY

As a parent/carer, it is your responsibility to ensure that your child is collected on time at the end of the school day.

Please ensure that the school has up-to-date telephone numbers to contact you in an emergency.

If you are unexpectedly delayed and are unable to collect or will be late collecting your child from school, please contact the school immediately by telephoning 01772 421599

If you arrange for another adult to collect your child, you must let the school know the details of that person.

If you or an identified adult have/ has not arrived by 4.15 pm to collect your child, the school will contact Social Care.

If a parent/carer does not arrive to collect their child at the end of the school day and the school has not been made aware of alternative arrangements, school will take the following steps:

1. Child will remain with class teacher (or adult responsible for the class) at the door waiting for someone to pick them up until 10 minutes after the end of the day. The



member of staff will ensure the child is supervised.

2. After ten minutes, if there is still no collection, the teacher will escort the child to the office area and notify office staff.

3. A member of staff will check with the office whether the parent/carer has telephoned and left instructions or an estimated time of arrival.

4. If no contact has been made by the parent/carer, the office staff will attempt to contact the parent/carer and the emergency contact by telephone.

5. If contact is made, the child will either remain with the class teacher (FS/KS1) or sit outside the PPA room (KS2) until they are collected.

6. If contact is not made:

- Where appropriate, a member of staff will sensitively ask the child whether there is a reason that could account for their parent/carer being late.
- Where appropriate, a member of staff will ask the child if they have any additional contact information.
- School will continue to try and contact the parent/carer and the emergency contact/s.
- Safeguarding leads/ Headteacher informed.
- DSL to take over supervision of child from other school staff.

7. After 1 hour if there is still no contact from parents:

- The child should, wherever possible remain with the class teacher (FS1/KS1) or outside the PPA room (KS2) while further attempts at contact are made, including contacting friends of the family.
- Social care contacted for advice/ support.
- In an emergency, school will contact the police.

DSL/ DDSL to remain in school until child is collected by either parent, emergency contact or social care workers.



If the child is taken into the care of Social Care, they will take the responsibility for tracing the parents / carers and feeding back to school the outcomes of the situation.

Children's Social Care: 0300 123 6720

Out of hours Children's Social Care : 0300123 6722

Request either allocated social worker for family or Duty social care team

When calling children's social care, have available child's name, date of birth, parent name/s and address.

After a club /FON/school event

Parents/carers are asked to arrive in good time before the end of an after school club / activity to ensure all children are collected promptly.

If a child is not collected fifteen minutes after the end of a club/ FON event, then all attempts at telephone contact should be made first. If it is not possible, then social care will be contacted for advice and support as above.

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