Wheelock Primary School

Policy for an Uncollected Child

Reviewed Autumn 2026

Next Review: Autumn 2028

Policy statement

In the event that a child is not collected by an authorised adult at the end of a day, the school puts into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified practitioner. We will ensure that the child receives a high standard of care in order to cause as little distress as possible.

Procedures

Parents of children starting at the school are asked to provide contact details, including at least two telephone numbers which can be used in the event of an emergency. It is the responsibility of parents to ensure that these details are updated on Arbor and that someone can be contacted by the school in a timely manner in case of an emergency.

On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, it is the responsibility of the parents to inform the school who will be collecting their child. Parents may request a password system to be used for their child.

The school will not transfer a child into the care of anyone who is not authorised to collect a child unless they have been directly asked to do so by the child's parents.

If parents are not able to collect the child as planned, they must inform us so that we can begin to take back-up measures. We provide parents with our contact telephone number.

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

- The child's file is checked for any information about changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home or at work.

- 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 Arbor – are contacted.
- All reasonable attempts are made to contact the parents or nominated carers.

If no-one collects the child after half an hour and there is no-one who can be contacted to collect the child, we contact Cheshire East Consultation Service ChECS on:

- 0300 123 5012
- 0300 123 5022 (out of hours)

The child stays at school in the care of two members of staff, usually in our Hive Provision, until the child is safely collected either by the parents or by a social care worker.

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 do staff go to look for the parent, nor do they take the child home with them.

A full written report of the incident is recorded in the child's file on CPOMs.

Depending on circumstances, we reserve the right to charge parents for any costs incurred such as use of the Hive.