



Uncollected Children Policy

Reviewed: March 2023

Next review: March 2025

March 2023	Policy reviewed	Steph Watson, Acting Principal
March 2021	Policy updated – added details of Arbor	James Bancroft, Principal
November 2017	Policy written	James Bancroft, Principal

This policy was reviewed at the Local Advisory Board Meeting Spring 2 2023



Uncollected Children Policy

Purpose of this Policy

In the event that a child is not collected by an authorised adult at the end of a school day, after school club or Swan Stars, the school puts into practice agreed procedures. These ensure that 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

We recognise that one off reasons may cause a parent/carer to be late to collect a child. Repeated occasions may mean following up with the Designated Safeguarding Lead and/or Pastoral Lead, who will offer support to find a resolution.

Procedures

- Parents/carers of children starting at the school are asked to provide contact details, including at least two phone numbers which can be used in the event of an emergency. It is the responsibility of parents/carers to ensure that these details are updated and that someone can be contacted by the school in a timely manner in case of an emergency. The school will regularly remind parents to update their contact details on Arbor, our Management and Information System.
- Pupils are reminded regularly of where to return to, i.e. which school door, if their adult is not waiting outside to collect them.
- On occasions when parents or the people normally authorised to collect the child are not able to collect the child, it is the responsibility of the parents/carers 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/carers.
- If parents/carers are not able to collect the child as planned, they must inform school via the school office so that we can begin to take back-up measures. We provide parents with our contact phone number.

If a child has not been collected we follow these procedures:

- The timing of the event will be considered:
 - At the end of the school day/after school club (this includes school trips which return after the end of the school day but before the school office closes), after waiting for ten minutes, the supervising member of staff will take the child to the school office where the child will be supervised by two members of staff. If the child is registered with Swan Stars they will be taken there after fifteen minutes or as soon as two members of staff are unable to supervise. The parents may be charged for the attendance.
 - After Swan Stars the child will be supervised by two members of staff at the location of the club.
 - After an evening event (this includes school trips which return after the school office has closed) the child will be supervised by two members of staff at the designated entrance/exit for the event.
- The child's file is checked for any changes to the normal collection routines.
- If no information is available, parents/carers are contacted at home, by mobile or at work.
- If this is unsuccessful, the adults who are authorised by the parents to collect their child from the setting – and whose phone numbers are recorded on 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 until the child is safely collected either by the parents/carers 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 the additional hours worked by our staff.