



## Uncollected Child Policy

### Policy Statement:

In the event that a child is not collected by an authorised adult at the end of the school day or a club staff will put into practice agreed procedures. These ensure the child is cared for safely by an experienced and qualified member of staff who is known to the child and will ensure that the child receives a high standard of care in order 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.

### Procedures:

Parents are asked to provide the following specific information which is recorded on our Registration Form:

- Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a relative, neighbour or close friend.
  - Telephone number and address (if applicable).
  - Mobile telephone number (if applicable).
  - Names and telephone numbers of adults who are authorised by the parents to collect their child from school, for example a childminder or grandparent who has parental responsibility for the child.
  - Information about any person who does not have legal access to the child with proof of legal documentation.
- On occasions when parents/carers are aware that they will not be at home or in their usual place of work, they must inform us in writing of how they can be contacted.
- On occasions when parents/carers or the persons normally authorised to collect the child are not able to collect the child, they must provide us with written details of the name, address and telephone number of the person who will be collecting their child. We agree with parents/carers how to verify the identity of the person who is to collect their child.
- Parents/carers are informed that if they 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/carers with our contact telephone number.
- We inform parents/carers that we apply our Safeguarding and Child Protection Policy and procedures in the event that their child is not collected from school by an authorised adult within one hour after **the main office** has closed and the staff can no longer supervise the child on the premises.

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

- The child's information file is checked for any 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 the child from school – and whose telephone numbers are recorded on the Registration Form – are contacted.
  - All reasonable attempts are made to contact the parents or nominated carers.
  - The child does not leave the premises with anyone other than those named on the Registration Form or in the child's file.
  - If no-one collects the child after 20 minutes and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
  - We contact LUTON MASH
    - Telephone number: 01582 547653
    - Emergency Duty Team (after 4:00pm) Telephone Number: 01525 405109
  - The child stays at the school in the care of the Family workers-Safeguarding Team until the child is safely collected either by the parents or 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.
  - Two Family workers will go to the child's home to assess if anyone is home, whilst the child is left in the care of a member of the Safeguarding team at the school.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff and this will be at a rate of £5.00 per hour.

**This policy can also be read in conjunction with**  
Beech Hill Primary School Safeguarding and Child Protection Policy

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