

Non-collection procedures

'Let all that you do, be done in love' 1 Corinthians 16:14

Purpose:

To ensure an uncollected child is safely returned to their parent/carer or agreed emergency contact as quickly as possible and with the minimum distress to the child.

Background:

All children have an emergency contact list completed upon admission to Nursery\School\After School Childcare provision. Parents are reminded at regular intervals in newsletters to keep this updated. If a child is not collected at the end of a session, the following procedure will be followed.

If you are going to be late collecting your child from school for any reason please make sure that you contact the school and let us know. The staff can then reassure your child that you are on your way and again prevent them from becoming distressed.

Action if a child is not collected:

If the parent/carer has failed to contact the school to explain that they are going to be late, staff will telephone all the contact numbers (including emergency numbers) available for that pupil and make every effort to make contact with a responsible adult to ensure the pupil is collected. If it is not possible to contact a responsible adult, the following procedures apply. Please note that there will be very few occasions when these procedures are needed.

All children, including Nursery aged pupils 3- 4 years attending part time:

1. After 10 minutes of a session ending parent/carer/emergency contacts will be called. Children will join after school club.
2. If after 30 minutes, it has not been possible to contact parent/carer/emergency contacts, and the child has a known social worker, the school will contact them.

3. If the child does not have a known social worker, the school will contact Staffordshire Families Integrated Front Door. They can give advice and guidance to schools, settings and childcare providers about any concerns in this area and can advise when a referral to Children's Services (social services) may be appropriate.
4. If Staffordshire Families Integrated Front Door, or the out of hour's duty team are unavailable, the police will be called.

Until such a time as the child is passed on into the care of those within the actions agreed with Children's services (social services)\ the nursery\school\after school\ staff will continue to provide appropriate care and reassurance to the child.

Discretion will be used with the above procedures in exceptional circumstances such as major disasters or unexpected early closures.

Action to follow up an incident of a child not being collected:

On the first occasion when a child has not been collected, the school will consider the most appropriate response to ensure the incident is not repeated. The level of action will depend on the context of the situation.

As soon as practicable after the incident, the head teacher will record the incident and outcomes in the child's safeguarding file (My Concern).

For parents or carers who repeatedly fail to collect their child on time from school, a letter will be sent and meetings with the parent/carers should be set up to address this.

If this fails to improve the situation, then the school will handle this under the safeguarding policy and escalate as appropriate.

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