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January 2025		Head of Junior School

## SECTION 2.32 – UNCOLLECTED CHILD

### Policy statement

In the event that a child is not collected by an authorised adult at the end of a school day, we will put 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.

We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children are properly cared for.

Parents of children starting school are asked to provide the following specific information which is recorded on Schoolbase:

- Home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative.
- Place of work, address and telephone number for each parent (if applicable)
- Mobile telephone number for each parent (if applicable)
- E-mail address for each parent (if applicable)
- Names, addresses, telephone numbers and relationship to child of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent.
- Name of person/people who have parental responsibility for the child.
- Information about any person who does not have legal access to the child.

We provide parents with the Main Reception line that is available until 5:30pm every day.

### Procedures

- On occasions when parents are aware that they will not be at home or in their usual place of work, they inform us in writing of how they can be contacted.
- We appreciate that sometimes it may be difficult for parents to arrive at school in order to collect a child on time. If a parent knows that they are likely to be late, we request a telephone call to school to inform us, the earlier the better.

### N-3 Late stay

- Children are walked out to be collected by parents at the end of the day through the Side gate by their class teacher. Parents are not charged for that first 10 minutes.

- If parents are later than 10 minutes, the children will be handed over and signed in by the Late Stay team where there are always two members of staff who are appropriately qualified for the age and number of children.
- Late Stay is run by members of the Junior School staff who have access to Schoolbase and all the relevant contact details and any other significant information –eg whether the child has allergies, dietary requirements or additional needs.
- If the children are not on the Late record list then they will be added on and Late stay staff will ring the Junior School administrator or Main Reception to ring parents to check they are ok and that we have their children safe in Late Stay. All reasonable attempts are made to contact the parents or nominated carers. We make enquiries and try to contact parents by telephone to let them know that their child is in Late Stay.
- If contact has been made and their parents are delayed then the staff need to stay and both wait with the children until they are collected. Due to the age of the child, a decision could be made for older children or siblings to be handed over to the member of staff on duty in the library for collection from there if it was after 6pm. The wellbeing of the children is paramount so ideally staff will stay until they are collected as they are known to the staff.
- Under no circumstances will staff go off site to look for the parent, nor do they take the child home with them or be one their own with them. Both members of staff must stay with the child/ren until they are collected, ideally in a known location to them so they feel safe.

### Y4-6 Late Stay

- Children are walked out to be collected by parents at the Drop off Zone at the end of the day by their class teacher. If any children are not collected within 10 minutes they are taken back to Late Stay and they sign in with the members of staff on duty.
- There are two members of Junior School staff on duty in Years 4-6 until 5.30pm. They will take responsibility for the child until they are collected.
- If the child's name is not on the Late Stay record then the Late Stay staff for that day will contact the Junior School Office or Main Reception to ask them to call their parents and check they are ok and that their children are in Late Stay.
- If contact has been made and their parents are delayed then the staff need to stay and both wait with the children until they are collected. Due to the age of the child, a decision could be made for older children or siblings to be handed over to the member of staff on duty in the library for collection from there if it was after 6pm. The wellbeing of the children is paramount so ideally staff will stay until they are collected as they are known to the staff.
- Under no circumstances will staff go off site to look for the parent, nor do they take the child home with them or be one their own with them. Both members of staff must stay with the child/ren until they are collected, ideally in a known location to them so they feel safe.

## Frensham Heights Policies and Procedures

If the child has not been collected by 5.30pm and the parents cannot be contacted, then the Head of Junior School or the member of SLT on duty if not onsite should be contacted and it is they who will take responsibility for locating the child's parents.

At 6pm if no contact has been made with parents the member of SLT on call is informed with a view to calling Police at 6.30pm if still no contact is made.

If the child is in Years N-3 they will be kept with the member of SLT on duty and ideally the Head of Junior School in the N-3 building if possible with another member of staff so they are not alone. For children in Years 4-6, they will ideally be kept in the Y4-6 area to avoid distress.