

# Oreston Community Academy



Title of Policy: Late Collection and Uncollected Child Policy

Date reviewed by Governing Body: January 2018

Next review date: January 2019



Parents of children starting at Oreston Community Academy Nursery and School are asked to provide the following specific information which is recorded in the central office for the whole school and in the Nursery for children attending the Nursery;

- Home address and telephone number – if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour's or close relative's
- Place of work, address and telephone number (if applicable)
- Mobile telephone number (if applicable)
- Names, addresses and telephone numbers of adults who are authorised by the parents to collect their child, 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

We regularly remind parents of the importance of letting us have up-to-date contact numbers and stress that it is in their children's interests to provide information as comprehensively and as accurately as possible.

Staff at Oreston Community Academy School and Nursery will only release a child from their care to adults who have permission to collect him/her.

Parent's or guardians need to inform the child's class teacher if a different person will be collecting their child.

In the event of an emergency, then we will operate a password system where you can send someone not authorised to collect your child but who is able to give the password.

This should be discussed with the child's class teacher if this system needs to be used.

If a parent or guardian believes that they will be late to collect their child then they will need to contact the school office by phone call.

A message taken in the office will then be passed to the child's Class Teacher with the arrangements if another family member or friend is to collect them or the child is to wait with the Class Teacher.

Children are to wait at school until their parent arrives should be taken to the Main School Reception where a member of staff will wait with the child until the parent or guardian arrives to collect them.  
In the case of children attending the Nursery they will wait with staff members in the Nursery.

If a child has not been collected at the end of the school day then the child should be taken to the Main School Office by the Class Teacher who will call the parent/guardian.

A folder is kept in the main school office of all pupils' contact details. For the Nursery all pupil information is kept in the Nursery.

Staff members calling a Parent or Guardian should try in the first instance the first named contact on the Pupil Information Sheet.

In the event that this person does not answer a message should be left where possible indicating that the next named person will be contacted and for them to contact Oreston Community Academy as soon as they have received this message.

If the staff member is unable to make contact with any contacts on the Pupil Information Sheet then the staff member should continue to try calling until a message is received from the Parent or Guardian or the child is collected.

Children who are waiting for their Parent or Guardian to collect them should wait at the Main School Reception (or the Nursery for Nursery children) and should not be left unsupervised.

Parents/Guardians are asked to inform the school as soon as possible if they believe that they will be late to collect their child.

The message taken in the Main School Office or the Nursery should be passed to the child's Class Teacher as soon as possible.

If there has not been any communication with the child's parent or carer after the timescale of one hour then Social Services will be contacted.

Staff should be aware that the following procedures should also apply:

- If a child is uncollected then adults working in the club should remain with the child.
- All parents/carers and emergency contacts on the child's registration should be contacted if a child has not been collected. All calls and numbers tried must be logged, recording the time and whether a message has been left.
- All reasonable attempts must be made to contact the parents/carers. If there is no success at making contact with any adults named, the most senior member of staff is informed.

- If a child is not collected within 30 minutes of the end of their session/school day and no message has been received the following safeguarding procedures are implemented:
  - If there is no-one who can be contacted to collect the child, Children, Young People and Families are contacted on (01752) 668000. If staff believe there is an urgent safeguarding/child protection issue then a call should be made to the Multi-Agency Hub on 01752 305200 (or 01752 346784 out of hours)
  - The child must stay at setting in the care of two adults 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.
  
- Ofsted will be notified if Children, Young People and Families Services become involved.

All the above information applies to the main school and the Before and After School Club (Lighthouse Club) and the Holiday Club.