



## Uncollected child

### Policy

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

### Procedures

- Parents of children at the school are asked to provide the following specific information which is recorded on our Registration Form:
  - Home address and telephone number
  - Place of work, address and telephone number (if applicable).
  - Mobile telephone number
  - Emergency contact details.
  - Names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the school
  - Who has loco parentis for the child
  - Information about any person who does not have legal access to the child.
- 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.
- On occasions when parents or the persons normally authorised to collect the child are not able to collect the child, they provide us with written details of the name, address and telephone number of the person who will be collecting their child. This can be communicated by email if necessary. We agree with parents how to verify the identity of the person who is to collect their child.
- Parents 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 with our contact telephone number.
- We inform parents that we apply our child protection procedures as set out in our child protection policy in the event that their children are not collected from school by an authorised adult within one hour after the setting has closed and the staff can no longer supervise the child on our premises.
- If a child is not collected at the end of the day/club, we follow the following procedures:
  - The child's file is checked for any information about 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 their child from the 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 their file.
  - When off site (for example at Oaken Lane or Hinchley Wood Sports Grounds), staff will wait for 15 minutes after the usual collection time before bringing the child back to Rowan Brae or Rowan Hill. Parents will then be contacted on arrival at school.

- If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we apply the procedures for uncollected children.
- We contact our local authority contact centre:

Surrey Contact Centre	0300 2001006
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For full day care, this will be the out of hours duty officer:

Duty Officer	01483 517898
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- The child stays at setting in the care of two members of staff until the child is safely collected either by the parents or by a social care worker.
- If the child is collected by a social care worker, the school staff will ensure they know the name of the person collecting and will check their identity when they arrive for the child.
- 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.

This document is reviewed annually by the Compliance Officer or as events or legislation change requires. The next scheduled date for review is November 2019.