



Policy for Uncollected Children from Lower I, Kestrels and Swans

In the event that a child remains uncollected from school, the following procedure applies:

1. In the event that a parent is late, it is expected that they will notify the school office as soon as they are aware that they will not be there on time. Staff will reassure the child and explain that the parent, or other suitable person, will be collecting.
2. If a child is not collected at the end of the morning session or lunch, they will continue to be cared for with their peers in either Swans or Kestrels, depending on room numbers and ratios. Where possible, they will be cared for in their usual room. If a child is not collected at the end of the school day, the child will be taken to Aftercare.
3. In both instances, the parent will be telephoned by a member of staff. If contact with the parent has not been made, a voicemail will be left, and staff will continue to call every half an hour until contact is made. A record of lateness of over half an hour without contact will be recorded on CPOMS and shared with the class teacher or room lead.

If the child has not been collected within an hour of their collection time, the Head of Early Years will contact all of the emergency contact numbers for the child held on file and arrange for the child to be collected. If the manager has not been able to establish contact with any of the emergency contact numbers, they will wait a further 45 minutes and will then contact Children's Social Care Services on 02392 688793.

In the case that a child is uncollected at the end of Aftercare, the Head of Early Years and/or Aftercare Manager will wait till 6.45 pm before calling Children's Social Care on the out-of-hours number, 0300 555 1373.

Staff will ensure that the child is reassured throughout the extra time they are in attendance, and food and drink, if necessary, will be provided. If this is during lunch and/or tea, the parent will be expected to pay in addition to a late collection fee.

4. Following a child being uncollected, the Aftercare Manager or Early Years Manager will prepare a report detailing the action taken and add to CPOMS. This will be shared with Children's Social Care if deemed appropriate.